

Role Description

Zone Community Capability Officer



Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Metro Operations / Regional Operations
Location	Zone
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	131114
Role Number	Various
PCAT Code	1231492
Date of Approval	October 2019
Agency Website	www.ses.nsw.gov.au

Agency overview

Our Mission: NSW SES saving lives and protecting communities.

Our Vision: Be the best volunteer emergency service agency in Australia.

The NSW State Emergency Service (NSW SES) is an emergency and rescue service made up almost entirely of volunteers and supported by a small staff contingent. NSW SES is a key influencer of other emergency service agencies and works closely with these partners to modernise and grow volunteering to save lives and protect communities

While major responsibilities are for flood, storm operations and tsunamis, the NSW SES also provides the majority of general rescue effort in the rural parts of the state. This includes road accident rescue, vertical rescue, bush search and rescue, evidence searches (both metropolitan and rural), other forms of specialist rescue that may be required due to local threats, Urban Search and Rescue and Community First Response.

Primary Purpose of the role

Community Capability Officer coordinates a team of NSW SES members that implement Community Capability targeted and hazard programs with their local communities in accordance with the Community Capability Strategy and NSW SES Strategic Plan and goals.

Supports the delivery of community engagement practice through NSW SES units including capacity and capability building of NSW SES members to deliver current and consistent community capability planning and processes with local communities, building local community networks, partnerships and connections across a broad range of stakeholders to enable two-way communication between NSW SES and local communities that facilitate local community asset building and the development of hazard plans.

Key accountabilities

- Support the development of community resilience through building of capacity and capability of members to deliver current and consistent community capability planning with local communities, building local community networks, partnerships and connections across a broad range of stakeholders to enable two-way communication between NSW SES and local communities that facilitate local community asset building and the development of hazard plans
- Identify, target and meet the requirements of diverse community members to ensure campaigns, projects and programs are effective and are aligned to community focused strategic capability and capacity building objectives
- Coordinate and facilitate the successful implementation of state-wide strategies that enhance safety, reduce property damage and other impacts associated with floods, storms and tsunamis for communities at-risk
- Coordinate the production of resources to support community focused capacity and capability campaigns projects and programs; maintain accurate records of activities and measure the success of campaigns, projects and programs
- Support the development and coordination of the delivery of high quality and cost-effective communication and community engagement strategies and programs
- Assist the development and implementation of community engagement strategies and approaches to meet and deliver on priority state-wide and regional program outcomes
- Establish and maintain effective working relationships with key stakeholders, both internal and external, to facilitate the exchange of information and responses to enquiries
- Contribute to increasing the capacity of NSW SES to undertake community capacity and capability building through knowledge sharing, skills training, recognition, recruitment and retention of volunteers

Key challenges

- Developing successful programs and projects that recognise the shared responsibility for risks from natural disasters and work towards greater ownership of risk, preparedness and planning by community members

Key relationships

Who	Why
Internal	
Coordinator Community Capability	Receive guidance and support, provide advice, exchange information and escalate contentious issues.
Team	Interact with and work collaboratively to achieve team outcomes; share information and discuss solutions to problems and issues
NSW SES Staff	Work collaboratively across to share information and advise on media and communications best practice
External	

Who	Why
Stakeholders	Develop and maintain effective communication networks to facilitate ongoing liaison and responses to requests for information

Role dimensions

Decision making

Operates in structured operating environment that is subject to established policies procedures and practices and, in some circumstances, underpinned by statutory requirements. The position has some capacity to adapt or modify work methods to achieve required outcomes. Expected to make day-to-day decisions relating to work priorities and workload management, for themselves and any staff supervised

Reporting line

This role reports directly to Coordinator Community Capability

Direct reports

There are no direct reports

Budget/Expenditure

Nil

Essential requirements

- Experience in delivering community engagement programs for high profile or politically sensitive projects.
- Thorough knowledge of AIIMS principles and processes, and/or willingness to obtain competence within 12 months

You may be required to participate in activities to support the agency during operational or emergency responses at NSW SES locations in the state, where the requirements are within the scope of your skills, knowledge and capabilities. You may also be required to participate in an on-call roster.






Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

This role utilises an occupation specific capability set.

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework		
Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Intermediate
	Act with Integrity	Intermediate
	Manage Self	Intermediate
	Value Diversity	Intermediate
 Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Intermediate
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational
Occupation / profession specific capabilities		
Capability Group	Capability Name	Level
 Occupation Specific	Understands flood, storm and tsunami behaviour	Foundational
	Manage Public Information	Intermediate
	Relationship Management	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role's key accountabilities.

NSW Public Sector Capability Framework		
Group and Capability	Level	Behavioural Indicators
Personal Attributes Value Diversity	Intermediate	<ul style="list-style-type: none"> Be responsive to diverse experiences, perspectives, values and beliefs and listen to others' individual viewpoints Seek input from others who may have different perspectives and needs Adapt well in diverse environments
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> Tailor communication to the audience Clearly explain complex concepts and arguments to individuals and groups Monitor own and others' non-verbal cues and adapt where necessary Create opportunities for others to be heard Actively listen to others and clarify own understanding Write fluently in a range of styles and formats
Relationships Work Collaboratively	Intermediate	<ul style="list-style-type: none"> Build a supportive and co-operative team environment Share information and learning across teams Acknowledge outcomes which were achieved by effective collaboration Engage other teams/units to share information and solve issues and problems jointly Support others in challenging situations
Relationships Influence & Negotiate	Intermediate	<ul style="list-style-type: none"> Utilise facts, knowledge and experience to support recommendations Work towards positive and mutually satisfactory outcomes Identify and resolve issues in discussion with other staff and stakeholders Identify others' concerns and expectations Respond constructively to conflict and disagreements Keep discussion focused on the key issues
Results Think & Solve problems	Intermediate	<ul style="list-style-type: none"> Research and analyse information and make recommendations based on relevant evidence Identify issues that may hinder completion of tasks and find appropriate solutions Be willing to seek out input from others and share own ideas to achieve best outcomes Identify ways to improve systems or processes which are used by the team/unit
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> Apply computer applications that enable performance of more complex tasks Apply practical skills in the use of relevant technology Make effective use of records, information and knowledge management functions and systems

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Understand and comply with information and communications security and acceptable use policies Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies

Occupation / profession specific capabilities

Capability Group	Level	Behavioural Indicators
	Intermediate	<ul style="list-style-type: none"> Provides information to the community and other stakeholders with an emphasis on public safety
Manage Information	Public	<ul style="list-style-type: none"> Establishes a public information system in accordance with control plan requirements Delivers timely communication to the community and other stakeholders using appropriate strategies Manages and oversees the provision of information to the media