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| **Cluster** | Stronger Communities |
| **Agency** | NSW Rural Fire Service |
| **Division/Branch/Unit** | Operations |
| **Role number** | Various |
| **Classification/Grade/Band** | 6/7 |
| **ANZSCO Code** | 511112 |
| **PCAT Code** | 1119192 |
| **Date of Approval** | 16 February 2017 |
| **Agency Website** | www.rfs.nsw.gov.au |

Agency overview

The NSW Rural Fire Service (NSW RFS) is established under the Rural Fires Act 1997 as the lead combat agency for bush fires in NSW. The agency also operates under the State Emergency and Rescue Management Act 1989. For over 100 years the NSW RFS has been a significant part of the history and landscape of NSW and is widely acknowledged as the largest volunteer fire service in the world. The agency strives to provide a world standard of excellence in the provision of a community based fire and emergency service through training, community education, prevention and operational capability.  
Fighting fires and protecting the community from emergencies is the most visible aspect of the NSW RFS. The Service also has many responsibilities as the lead agency for bush fire management and mitigation in NSW. Working closely with other agencies, the NSW RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Primary purpose of the role

The primary purpose of the role is to support a range of projects and activities across the District, consistent with the relevant personal work plan, to provide, support and improve service delivery for member of the RFS and the community.

Key accountabilities

1. Provide a range of services to the community and members of the NSW RFS in the district, as specified in their personal work plan and under the supervision of the relevant District Services Coordinator or Manager. Typically these include:  
• Services to prevent fires and similar incidents reduce their risk and mitigate their effects.  
• Services to enable the community to prepare for, and be resilient to, fires and incidents.  
• Services to members of the RFS in the district so as to be appropriately funded, equipped, trained, prepared, coordinated and supported to protect the community from fires and similar incidents.  
2. When needed, monitor and provide operational services for brigade (or similar) activities within the District.  
3. When needed, lead or participate in activities to protect the community from fire and similar incidents within the scope of the qualifications held.  
4. Maintain and improve suitable skill-sets to undertake the above activities, including a Certificate IV in Training and Assessment (or Assessment and Workplace Training) for roles that include a learning and development function or Certificate IV in a relevant discipline.  
5. Mentor assisting district staff.  
6. Complete the above activities in accordance with the relevant personal work plan.  
7. Display an appreciation and understanding of the issues that affect a volunteer organisation and the complexities that surround volunteer management.

Key challenges

• Diligently providing the full range of services assigned to the role, including those which might not be intrinsically interesting or feel rewarding, but which nevertheless need to be done.  
• Keeping up to date with emerging developments in fire and emergency management doctrine, practices and technologies, and the associated standards, procedures and guidelines under sometimes arduous and time critical emergency conditions.  
• Working to a systematic plan in an environment that may include distractions and diversions in a widely spread community and service membership.

Key relationships

| Who | Why |
| --- | --- |
| **Internal** |  |
| Manager/Supervisor | * Provide support in regard to matters related to operational activities and keep informed of the status of assigned work and activities. |
| Work team | * Support the team and work collaboratively to contribute to achieving business outcomes. |
| Members (staff and volunteer) | * The incumbent communicates with NSW RFS members at all levels providing advice in respect of a range matters associated with the job functions. |
| **External** |  |
| Other Government Departments and Emergency Services Agencies | * The incumbent communicates with other government agencies and kindred organisations about routine matters relating to the work of the Unit. |
| Community | * Provide service to the community to prepare for and be resilient to fires and incidents. |

# Role dimensions

## Decision making

• The incumbent is expected to comply with the Work Health and Safety Act and associated legislation in the performance of all duties.  
• The incumbent routinely makes most of their own decisions concerning assigned work and related matters, operating within standards, policies, procedures and relevant legislation.  
• It is expected that the incumbent will research, identify, implement and validate appropriate responses to routine matters within their area of responsibility.  
• The incumbent seeks advice about matters that may be outside the scope of their normal activities or that might attract criticism or concern.

## Reporting line

The District Officer reports to the District Coordinator (this may also be Operational Officer Level 3) or Manager

## Direct reports

Nil

## Budget/Expenditure

Nil

Essential requirements

• A Certificate IV in a relevant discipline, or equivalent.  
• Current RFS PBS certification or equivalent expertise.  
• Current RFS Community Liaison Officer (CLO) and/or Media Liaison Officer (MLO) certification or equivalent expertise.  
• Anyone of the following current RFS certifications: IML, IMP or IMO (or GL), or equivalent expertise.  
• Current RFS RFI and ASR certification, or equivalent expertise.  
• No condition preventing normal field activities of the job (i.e. non-arduous).  
• May be required to participate on an after hours and/or on call roster.  
• A current driver’s licence and the ability to travel.  
• During periods of heightened operational activity, the incumbent may be required to support operational management activities consistent with their skills and background.

# Capabilities for the role

The [NSW public sector capability framework](https://www.psc.nsw.gov.au/workforce-management/capability-framework/the-capability-framework) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

# Focus capabilities

*Focus capabilities* are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

| FOCUS CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Behavioural indicators** | **Level** |
|  | **Act with Integrity**  Be ethical and professional, and uphold and promote the public sector values | | Represent the organisation in an honest, ethical and professional way  Support a culture of integrity and professionalism  Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct  Recognise and report misconduct and illegal and inappropriate behaviour  Report and manage apparent conflicts of interest and encourage others to do so | Intermediate |
| **Manage Self**  Show drive and motivation, an ability to self-reflect and a commitment to learning | | Adapt existing skills to new situations  Show commitment to achieving work goals  Show awareness of own strengths and areas for growth, and develop and apply new skills  Seek feedback from colleagues and stakeholders  Stay motivated when tasks become difficult | Intermediate |
|  | **Commit to Customer Service**  Provide customer-focused services in line with public sector and organisational objectives | | Focus on providing a positive customer experience  Support a customer-focused culture in the organisation  Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers  Identify and respond quickly to customer needs  Consider customer service requirements and develop solutions to meet needs  Resolve complex customer issues and needs  Cooperate across work areas to improve outcomes for customers | Intermediate |
| **Influence and Negotiate**  Gain consensus and commitment from others, and resolve issues and conflicts | | Use 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 and be open to compromise  Keep discussions focused on the key issues | Intermediate |
|  | **Deliver Results**  Achieve results through the efficient use of resources and a commitment to quality outcomes | | Seek and apply specialist advice when required  Complete work tasks within set budgets, timeframes and standards  Take the initiative to progress and deliver own work and that of the team or unit  Contribute to allocating responsibilities and resources to ensure the team or unit achieves goals  Identify any barriers to achieving results and resolve these where possible  Proactively change or adjust plans when needed | Intermediate |
| **Plan and Prioritise**  Plan to achieve priority outcomes and respond flexibly to changing circumstances | | Understand the team and unit objectives and align operational activities accordingly  Initiate and develop team goals and plans, and use feedback to inform future planning  Respond proactively to changing circumstances and adjust plans and schedules when necessary  Consider the implications of immediate and longer-term organisational issues and how these might affect the achievement of team and unit goals  Accommodate and respond with initiative to changing priorities and operating environments | Intermediate |
|  | **Finance**  Understand and apply financial processes to achieve value for money and minimise financial risk | | Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending  Consider financial implications and value for money in making recommendations and decisions  Understand how financial decisions impact the overall financial position  Understand and act on financial audit, reporting and compliance obligations  Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these | Intermediate |

# Complementary capabilities

*Complementary capabilities* are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as ‘not essential’ for this role are not relevant for recruitment purposes however may be relevant for future career development.

| COMPLEMENTARY CAPABILITIES | | | | |
| --- | --- | --- | --- | --- |
| **Capability group/sets** | **Capability name** |  | **Description** | **Level** |
|  | Display Resilience and Courage | | Be open and honest, prepared to express your views, and willing to accept and commit to change | Intermediate |
| Value Diversity and Inclusion | | Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives | Intermediate |
|  | Communicate Effectively | | Communicate clearly, actively listen to others, and respond with understanding and respect | Intermediate |
| Work Collaboratively | | Collaborate with others and value their contribution | Intermediate |
|  | Think and Solve Problems | | Think, analyse and consider the broader context to develop practical solutions | Intermediate |
| Demonstrate Accountability | | Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines | Intermediate |
|  | Technology | | Understand and use available technologies to maximise efficiencies and effectiveness | Intermediate |
| Procurement and Contract Management | | Understand and apply procurement processes to ensure effective purchasing and contract performance | Intermediate |
| Project Management | | Understand and apply effective planning, coordination and control methods | Intermediate |