Role Description
Zone Volunteer Engagement Officer

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	People & Development
Location	Zone
Classification/Grade/Band	Clerk Grade 5/6
ANZSCO Code	225311
Role Number	Various
PCAT Code	321192
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

Undertakes diverse and inter-related tasks that assist the development of a diverse volunteer workforce capable of planning for and responding to major weather events for a sustained duration, and the promotion of NSW SES as the agency of choice for volunteering.

Key accountabilities

- Provide advice and information to units on targeted recruitment communication and campaigns and manage zone campaigns

- Support the development and delivery of statewide volunteering initiatives

- Deliver workshops and presentations with units on the application of best practice in volunteer recruitment and retention

- Provide support and assistance to Incident Controllers with the management of spontaneous volunteers.

- Undertake tracking of membership applications and respond to enquiries from applicants and from organisations regarding partnership arrangements

- Analyse local membership data and risk profiles and provide advice to the Manager Volunteer Strategy, Zone Commander and Managers about volunteer workforce needs and future requirements within the zone

- Provide support to impacted zones during and after major operations with the recruitment and onboarding of new volunteers

- Develop and maintain effective relationships between zones and units to create a collegiate environment that increases the quality of information flow and collaboration

- Collaborate with other emergency services and volunteer agencies to discuss contemporary volunteering issues and exchange information

Key challenges

- Maintaining current knowedge of contemporary trends and developments in volunteering best practice and, where appropriate, recommending potential application across NSW SES

- Balancing the personal needs, aspirations and expectations of volunteers/unpaid workplace participants with the needs of the organisation

- Balancing workload in relation to the diverse needs of geographically dispersed units

Key relationships

Who	Why
Internal	
Manager Volunteer Strategy	• Receive guidance and support, provide advice, exchange information and escalate contentious issues.
Volunteer Experience Team	• Interact with and work collaboratively to achieve team outcomes; share information and discuss solutions to problems and issues
SES Staff	• Work collaboratively across to share information and advise on media and communications best practice
External	
Stakeholders	• Develop and maintain effective communication networks to facilitate ongoing liasion 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 the Manager Volunteer Strategy.

Direct reports

There are no direct reports

Budget/Expenditure

Nil

Essential requirements

- Experience in volunteer management, along with a knowledge and understanding of volunteering practice

- 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	**Adept**
	Influence and Negotiate	Intermediate
Results	Deliver Results	Adept
	Plan and Prioritise	**Intermediate**
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate

NSW Public Sector Capability Framework		
Capability Group	**Capability Name**	**Level**
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Intermediate

Human Resources Professionals Capability Set		
Capability Group	**Capability Name**	**Level**
Human Resources	**Talent Management**	**Level 1**

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 Manage Self	Intermediate	• 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
Relationships Communicate Effectively	Adept	• Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences
Work Coolaboratively	Adept	• Encourage a culture that recognises the value of collaboration • Build cooperation and overcome barriers to information sharing and communication across teams and units • Share lessons learned across teams and units

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Identify opportunities to leverage the strengths of others to solve issues and develop better processes and approaches to work • Actively use collaboration tools, including digital technologies, to engage diverse audiences in solving problems and improving services
Results Plan & Prioritise	Intermediate	• 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
Business Enablers Technology	Intermediate	• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks • Use available technology to improve individual performance and effectiveness • Make effective use of records, information and knowledge management functions and systems • Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies

Human Resources Professionals Capability Set		
Capability Name	**Level**	**Behavioural Indicators**
Talent Management	Level 1	• Assist in employee capability identification and assessment activities. • Provide information to managers and employees about talent management process and system requirements, and assist in their implementation. • Administer organisation-wide employee development process systems that link performance objectives, reviews, development, and career planning. • Assist employees and managers in selecting appropriate learning and development initiatives to respond to individual capability needs and plans. • Assist in the development and delivery of performance and recognition practices. • Collect and monitor feedback to inform continuous improvement of programs.