Role Description
Zone Community Capability Officer

Cluster	Stronger Communities
Department/Agency	NSW State Emergency Service
Division/Branch/Unit	Emergency Management Directorate
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 creating safer communities

Our Vision: A trusted volunteer-based emergency service, working together to deliver excellence in community preparedness and emergency response.

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

The Zone 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

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- 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 tsunami 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	
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 & Inclusion	Intermediate	• Be responsive to diverse cultures, backgrounds, experiences, perspectives, values and beliefs • Seek participation from others who may have different backgrounds, perspectives and needs • Be open to different perspectives and experiences in generating ideas and solving problems • Adapt well in diverse environments • Respond constructively to feedback regarding observations of bias in language or behaviour
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
Relationships Work Collaboratively	Intermediate	• Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others
Relationships Influence & Negotiate	Intermediate	• 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
Results Think & Solve problems	Intermediate	• Identify the facts and type of data needed to understand a problem or explore an opportunity • Research and analyse information to make recommendations based on relevant evidence

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NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
		• Identify issues that may hinder the completion of tasks and find appropriate solutions • Be willing to seek input from others and share own ideas to achieve best outcomes • Generate ideas and identify ways to improve systems and processes to meet user needs
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

Occupation / profession specific capabilities		
Capability Group	**Level**	**Behavioural Indicators**
Manage Public Information	Intermediate	• Provides information to the community and other stakeholders with an emphasis on public safety • 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

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