

Role Description

Flood Rescue Response Coordinator



Cluster	Stronger Communities
Agency	NSW State Emergency Service
Division/Branch/Unit	Various
Location	Various
Classification/Grade/Band	Clerk Grade 7/8 – TBC after evaluation
ANZSCO Code	TBC
Role Number	Various
PCAT Code	TBC
Date of Approval	May 2023
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 Flood Rescue Response Coordinator coordinates the functions relating to operational response, pre-incident planning and operational capability to ensure the agency can appropriately respond to flood rescues. The role will implement strategies to mitigate day to day flood rescue risk posed to the communities of NSW by coordinating the team of Flood Rescue Operational Officers, coordinating the development of pre-incident plans, capability development, exercising (flood rescue coordination, leadership, IMT and multi-agency), writing and implementing procedures and analysing flood rescue risk whilst ensuring the flood rescue coordination capability 24/7.

The role will be required to coordinate and participate in on call rosters and shift work to mitigate risk posed by weather forecasts, support activities or operational response deployments to assure the operational readiness and response capability of the NSW SES. This role coordinates capability reviews and quality assurance checks and reporting to bring together all areas of operational capability to ensure operational performance meets required/legislated standards for flood rescue and will ensure that strong relationships with support agencies are established to ensure strategic coordination of flood rescues is possible using a multi-agency approach.

Key Accountabilities

- Coordinate the operational response to flood rescues including liaison with units, Incident Management Teams (IMT), State Operations Centre (SOC) and agencies that support the NSW SES in the response to flood rescues.
- Coordinate and participation in on call rosters and shift work to ensure that peak risk periods are mitigated with sufficient capability and support for flood rescue coordination
- Identify and develop Standard Operating Procedures (SOPs) which are consistent with all Operations Centers across the state including collaboration with internal and external stakeholders to deliver these outcomes
- Coordinate development of strategic plans to grow and maintain flood rescue capability in Units and Zone which considers people and physical assets
- Operational Readiness checks and assurance reviews to ensure adequate maintenance and growth of flood rescue capability including operator, fleet and currency status and coordinate any necessary reporting requirements relating to flood rescue (SRB etc)
- Undertake research and analysis of best practice on the Agency's processes and activities to ensure the Agency's performance meets required standards and legislation and those practices are current
- Liaise with internal and external stakeholders including other emergency services agencies to share information on flood rescue capabilities procedures and coordination of multi-agency exercises
- Represent the NSW SES on internal and external committees and liaise with emergency service agencies to promote the Agency's ownership of flood rescue coordination
- Assist in the management and preparation of accurate and timely formal correspondence, advice, briefs or reports to advise and/or respond to requests

Key challenges

- Supporting the volunteers to balance their time and effort whilst maintain capability and capacity to support all NSW SES operations
- Enhancing and modernising the flood rescue coordination capability internally and externally with supporting agencies
- Maintaining operational awareness in a high-pressure environment, with strong attention to detail and understanding of operational processes and procedures
- Ability to be lead, remain calm, coordinate staff and volunteers, be flexible and adaptable in an environment that can quickly escalate to high level operational activity with significant exposure to life critical tasks

- Communicating effectively with a broad range of internal and external stakeholders, often within strict timelines

Key relationships

Who	Why
Internal	
Senior Program Manager	<ul style="list-style-type: none"> • Report on and provide advice on the delivery of assigned outcomes • Seek guidance and support in daily tasks and priorities • Receive feedback regarding performance and respond in a thoughtful and considered way
Zone Command Teams	<ul style="list-style-type: none"> • Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach. • Ensure operational planning and preparedness is coordinated
Training and Exercising Team	<ul style="list-style-type: none"> • Ensure coordination of training activities • Ensure coordination of regular exercising (IMT, Leadership and operator)
State Operations	<ul style="list-style-type: none"> • Ensure clear communication is maintained and situational awareness of risks, threats, preparedness and response levels within the Zone • Escalate issues (Operational) as required
Work team	<ul style="list-style-type: none"> • Maintain effective working relationships to ensure collaboration and communication to facilitate a consolidated approach. • Provide guidance and share information that will improve operational readiness outcomes
Operational Response/Directorates/Zones	<ul style="list-style-type: none"> • Maintain effective working relationships to ensure the Agency is following contemporary emergency procedures • Work in collaboration with members to ensure understanding and direction of project, governance, privacy, member safety and other objectives that align with NSW SES values
External	
Emergency Service Agencies	<ul style="list-style-type: none"> • Maintain effective liaison networks to ensure information sharing on flood rescue capability matters

Role dimensions

Decision making

The Flood Rescue Response Coordinator will have autonomy in determining its daily priorities, determining priorities for the flood rescue operational officers and content on performing their function with limited supervision and within a complex operational, environment. The role will defer decisions to the appropriate manager / Commander relating to major policy issues or conflicts, decisions that will substantially alter the outcomes or targets of projects, and matters requiring a higher delegation (eg travel/expenditure).

Reporting line

This role reports to the Senior Program Manager

Direct reports

This role has one direct report – Flood Rescue Operational Officer

Budget/Expenditure

Nil

Essential requirements

- Demonstrated knowledge and understanding of emergency management requirements and the NSW State Emergency Service legislated role
- Demonstrated experience in flood rescue coordination or relatable capability and experience in rescue coordination
- Requirement to work in Incident Management Teams during emergency situations, including participating in rosters and shifts outside of normal business hours to actively contribute to flood rescue coordination
- Operational capability and experience including training to the level of Operations Officer (including AIIMS) and Flood Rescue Coordinator and/or willingness to obtain competency within 12 months.
- Thorough knowledge of AIIMS principles and processes or willingness to obtain competence within 12 months







You will 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 will 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

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	Foundational
	Manage Self	Adept
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Adept
	Influence and Negotiate	Adept
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Adept
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Adept
 People Management	Manage and Develop People	Intermediate
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Foundational
 Occupation Specific	Understands flood, storm and tsunami	Adept

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioral indicators provide examples of the types of behaviors 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 Display Resilience and Courage	Intermediate	<ul style="list-style-type: none"> • Be flexible and adaptable and respond quickly when situations change • Offer own opinion and raise challenging issues • Listen when ideas are challenged and respond appropriately • Work through challenges • Remain calm and focussed in challenging situations
Personal Attributes Manage Self	Adept	<ul style="list-style-type: none"> • Keep up to date with relevant contemporary knowledge and practices • Look for and take advantage of opportunities to learn new skills and develop strengths • Show commitment to achieving challenging goals • Examine and reflect on own performance • Seek and respond positively to constructive feedback and guidance • Demonstrate and maintain a high level of personal motivation
Relationships Influence and Negotiate	Adept	<ul style="list-style-type: none"> • Negotiate from an informed and credible position • Lead and facilitate productive discussions with staff and stakeholders • Encourage others to talk, share and debate ideas to achieve a consensus • Recognise diverse perspectives and the need for compromise in negotiating mutually agreed outcomes • Influence others with a fair and considered approach and sound arguments • Show sensitivity and understanding in resolving conflicts and differences • Manage challenging relationships with internal and external stakeholders • Anticipate and minimise conflict
Results Plan and Prioritise	Adept	<ul style="list-style-type: none"> • Consider the future aims and goals of the team, unit and organisation when prioritising own and others' work • Initiate, prioritise, consult on and develop team and unit goals, strategies and plans • Anticipate and assess the impact of changes, including government policy and economic conditions, on team and unit objectives and initiate appropriate responses • Ensure current work plans and activities support and are consistent with organisational change initiatives • Evaluate outcomes and adjust future plans accordingly
Results Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Identify the facts and type of data needed to understand a problem or explore an opportunity

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		<ul style="list-style-type: none"> Research and analyse information to make recommendations based on relevant evidence 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	<ul style="list-style-type: none"> 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
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> Understand all components of the project management process, including the need to consider change management to realise business benefits Prepare clear project proposals and accurate estimates of required costs and resources Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements Identify and evaluate risks associated with the project and develop mitigation strategies Identify and consult stakeholders to inform the project strategy Communicate the project's objectives and its expected benefits Monitor the completion of project milestones against goals and take necessary action Evaluate progress and identify improvements to inform future projects
Business Enablers Manage and Develop People	Intermediate	<ul style="list-style-type: none"> Collaborate to set clear performance standards and deadlines in line with established performance development frameworks Look for ways to develop team capability and recognise and develop individual potential Be constructive and build on strengths by giving timely and actionable feedback Identify and act on opportunities to provide coaching and mentoring Recognise performance issues that need to be addressed and work towards resolving issues Effectively support and manage team members who are working flexibly and in various locations Create a safe environment where team members' diverse backgrounds and cultures are considered and respected Consider feedback on own management style and reflect on potential areas to improve

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
State Emergency Services Occupation specific Understands flood, storm and tsunami behaviour	Adept	<ul style="list-style-type: none">• Uses comprehensive flood, storm and tsunami behaviour knowledge to determine strategic controls applicable to complex ingredients• Confirms selected controls are suitable by cross-checking with suitable specialists and/or prediction tools