

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Coordinator Volunteer Capability
Position Number	003764 (521641)
Business Unit	Office of the Chief Officer
Branch / Section	Operations
Location	Hobart
Immediate Supervisor	Deputy Chief Officer
Award	Tasmanian State Service Award
Employment Conditions	Permanent, Full Time
Classification	General Stream Band 6

Focus:

To provide specialist strategic coordination and human resource management advice in the area of volunteer management that assists the Tasmania Fire Service (TFS) and its members to achieve TFS strategic objectives.

Primary Duties:

- Develop strategies to ensure effective volunteer capability planning for the delivery of emergency preparedness and response, and community fire safety activities. Continually improve volunteer and junior/cadet recruitment systems.
 - Research strategies for improving volunteer management. Responsible for the implementation of policies, procedures and systems, in consultation with managers and volunteer associations, which enable effective support to volunteers.
 - Develop and implement strategies for TFS to work collaboratively with employers of volunteers in facilitating their employees' volunteer service to TFS.
 - In consultation with the emergency services volunteer sector, develop and implement strategies to address volunteer sustainability, workplace
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connectivity, welfare and support, and education and training pathways for volunteers.

- Review the data management systems for volunteers and develop reports and performance indicators to evaluate the effectiveness of the TFS volunteer capability.
- Provide advice to senior executives and regional management on strategies and programs to address specific volunteer-related needs.
- Provide support for research into volunteerism that will benefit the TFS.
- Provide Executive Support to the Volunteer State Consultative Committee.
- Actively contribute to TFS bushfire emergency response and incident management.

Scope of Work:

Responsible for the application of specialised expertise in providing successful program and operational service delivery outcomes. Influences the skills development and performance of less experienced employees.

Direction and Supervision

The Coordinator Volunteer Capability works with a high degree of autonomy, receiving general guidance and direction from the Deputy Chief Officer, Tasmania Fire Service.

The occupant is required to exercise professional skill and judgement in conducting the activities of the role, including liaison with volunteers and volunteer organisations.

Selection Criteria

1. High level knowledge and understanding of project management processes and the principles of effective program management including planning and management of risk, allocation of resources and timely delivery of outputs.
2. Demonstrated understanding of issues associated with volunteer service delivery and management.
3. High level analytical, research and creative skills, including an ability to understand the political, social, cultural and organisational environment affecting the organisation.

4. Organisational ability, including the capacity to identify priorities, work under pressure as well as under limited supervision, alone or with a small group of people on various tasks, and operate to a timeline.
5. High level interpersonal skills, including the demonstrated ability to build effective working relationships with a wide range of people using consultation, negotiation, facilitation and influencing skills.
6. Well-developed communication skills including the ability to communicate complex and sensitive information accurately and succinctly both orally and in writing.

Qualifications and Experience

- Appropriate tertiary qualifications desirable and/or significant experience will be viewed favourably

Code of Conduct

The State Service Code of Conduct, which is contained in Section 9 of the *State Service Act 2000* (the Act), reinforces and upholds the State Service Principles (s7) by establishing standards of behaviour and conduct that apply to all employees, including the person undertaking these duties, senior officers and Heads of Agency.

Environment and Conditions

The Department of Police, Fire and Emergency Management (DPFEM) is an agency created under the *State Service Act 2000*. It consists of four operational services: Tasmania Police, Tasmania Fire Service, State Emergency Service and Forensic Science Service Tasmania. The operational services are supported by a range of support functions.

DPFEM strives to provide services that are responsive, socially inclusive and focused on policing, emergency response, community preparedness and emergency management outcomes that contribute to a safe and secure community. The services are delivered by sworn Police Officers, State Service employees (including firefighters and support staff) and volunteers. DPFEM works to make our community safe through the provision of a range of different emergency services, and improve our understanding and respect for our diverse community values and lifestyles.

DPFEM wants a safe workplace where employees work in a manner that reflects the organisational values. The person undertaking these duties is expected to actively participate in developing and maintaining safe work practices and to behave in a manner consistent with the organisational values.

The working environment is largely office based, however intra-state travel may be required. During the emergency incidents, the person undertaking these duties may be required to provide support for the emergency incident.

Employees can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.

Terms and conditions of employment are in accordance with the Tasmanian State Service Award.

Approved

Donna Adams

DEPUTY SECRETARY

BUSINESS AND EXECUTIVE SERVICES

Date: 18 December 2017