

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Volunteer Stakeholder Engagement Officer
Position Number	004632, 004633, 004634
Business Unit	Office of the Chief Officer
Branch / Section	Volunteer Strategy and Support Unit
Location	South (004632), North (004633), Northwest (004634)
Immediate Supervisor	Coordinator Volunteer Support
Award	Tasmanian State Service Award
Employment Conditions	Permanent, Fixed-Term, Full Time
Classification	General Stream Band 4

Focus:

To build, support and further enhance the volunteer capability and capacity at a brigade/unit and community level.

The Volunteer Stakeholder Engagement Officer is a field-based role that plays a key liaison role between the communities and brigades/units with a primary focus on a specific region of the State.

Primary Duties:

- Plan and deliver a range of tailored support programs and processes focusing on building capability within the brigades/units.
 - Engage with the brigade/unit leaders to improve efficiencies by identifying gaps and deficiencies in brigade/unit administration and management systems. Follow up on issues that have been referred by brigade/unit leaders to Tasmania Fire Service (TFS)/State Emergency Service (SES) for action.
 - Plan and undertake targeted volunteer recruitment and capacity building activities with the brigades/units and communities to address identified or emerging resourcing gaps.
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- Work directly with communities, in consultation with District/Regional staff and the local brigade/unit, to identify and act on opportunities or barriers to volunteering in the local setting. Produce briefings, minutes, reports and other documents related to consultation with communities.
- Develop and maintain effective relationships and collaborate with key internal and external stakeholders, including relevant community stakeholders and local networks.
- Play a supporting role in staffing key internal and external events related to volunteer recruitment, retention and support. This includes local and statewide events such as Agfest, volunteering expos, volunteering information sessions, community events etc.
- Provide support to the Regional Branch meetings of the Tasmanian Volunteer Fire Brigades Association (TVFBA) and the Tasmanian Retained Volunteer Firefighters Association (TRVFA) by attending meetings, preparing agendas and taking minutes during meetings.

Scope of Work:

The Volunteer Stakeholder Engagement Officer is responsible for being a key liaison role between the communities and the brigades/units.

The occupant is responsible for informing and gaining acceptance of others regarding the practices, systems and processes required to achieve the service delivery outcomes to improve the overall volunteer capability and capacity.

The occupant will predominantly be located in the office but is expected to travel within their specific region and will also be required to work out of hours and on weekends, as and when required to meet and service the needs of our volunteer workforce.

The occupant is also expected to actively contribute to emergency response and incident management as required.

Direction and Supervision:

The Volunteer Stakeholder Engagement Officer receives general supervision and direction from the Coordinator Volunteer Support based on established procedures and practices.

The occupant is expected to work independently using judgement and initiative to achieve position outcomes.

Selection Criteria:

1. Demonstrated familiarity with, or knowledge of, issues facing the volunteering sector or the ability to quickly acquire this.
2. Strong communication and interpersonal skills with the ability to confidently present to small or large groups, and liaise with people of various skills, experience and background to achieve outcomes.
3. High level written communication skills, including the ability to present information in a professional manner for a range of purposes and audiences.
4. Strong organisation and time-management skills, together with a demonstrated ability to work with minimal supervision to deliver outcomes within specific timeframes.
5. Ability to exercise initiative, judgment, sensitivity and discretion, including the ability to interpret and analyse information and recommend or decide on appropriate action.
6. Computer literacy, including the ability to use Word, Excel and PowerPoint; and computer-based administrative systems, records management and database applications and a familiarity with the use of a range of technologies and audio-visual equipment.

Qualifications and Experience:

Desirable:

- Current driver's licence
- Qualifications and/or experience in an emergency management setting or other transferrable experience.

Essential Requirements:

Pre-Employment Checks

The Head of the State Service has determined that a person nominated for appointment to this position is to satisfy a pre-employment check before taking up the appointment, promotion or transfer. Any relevant serious criminal offence or repeated serious offences over any period, which are not mitigated by additional information, may provide grounds for declining an application for appointment. Such offences would include, but are not limited to:

- Arson and fire setting;
- Sexual offences;
- Dishonesty (e.g. theft, burglary, breaking and entering, fraud);
- Deception (e.g. obtaining an advantage by deception);
- Making false declarations;

- Violent crimes and crimes against the person;
- Malicious damage and destruction to property
- Trafficking of narcotic substance;
- False alarm raising.

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.

DPFEM is committed to building inclusive workplaces and having a workforce that reflects the diversity of the community we serve. We do this by ensuring that the culture, values and behaviours of DPFEM enable everyone to be respected in the workplace and to have equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

DPFEM does not tolerate violence, especially violence against women and children.

The working environment is largely office based, however intra-state travel may be required. During 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

F NOVY
MANAGER, EMPLOYMENT AND ADVISORY SERVICES
BUSINESS AND EXECUTIVE SERVICES

Date: 18 January 2023