

Department of Police, Fire and Emergency Management

STATEMENT OF DUTIES



Title	Client Services Manager, Response Planning
Position Number	005246
Business Unit	Wellbeing Support
Branch / Section	Business and Executive Services
Location	Hobart
Immediate Supervisor	Director, Wellbeing Support
Award	Tasmanian State Service Award
Employment Conditions	Permanent, Fixed Term
Classification	Band 7

Focus:

Ensure the effective planning, coordination, and execution of response plans to mitigate the impact to individuals experiencing various forms of distress or crisis by employing a comprehensive and compassionate approach to addressing individuals' needs.

Primary Duties:

- Lead the development, review, and refinement of wellbeing response plans, ensuring they align with the department's practices, principles and policies to support the physical, mental, and emotional health of individuals.
 - Creating and maintaining precise documentation of interventions, outcomes, and follow-up actions, and preparing reports to demonstrate the impact of the support services and identify areas for improvement.
 - Provide expert and authoritative advice to management and senior stakeholders on a wide range of sensitive issues associated with Wellbeing Support clients and services.
 - Utilise research and data analysis to develop options and recommendations for operational change.
 - Develop and maintain effective and productive working relationships with internal and external stakeholders including undertaking consultation and managing expectations.
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- Responsible for the facilitation, allocation, and deployment of resources, including personnel, equipment, facilities, and supplies, in accordance with response priorities and resource availability.

Scope of Work:

The Client Services Manager, Response Planning is responsible for coordinating response efforts, working closely with support personnel and internal teams, and liaising with relevant stakeholders to develop, implement, and maintain comprehensive plans in accordance with departmental mental health and wellbeing services protocols across both the Department of Police, Fire and Emergency Management (DPFEM) and Ambulance Tasmania.

Direction and Supervision:

Broad objectives, business processes, priorities and Departmental policies are determined in conjunction with the Director, Wellbeing Support. There is minimal supervision of individual tasks but guidance, and direction is provided.

Selection Criteria:

1. Proven skills and detailed knowledge and experience in the application of practices, principles, and policies to support the mental health and wellbeing of emergency service personnel.
2. Ability to articulate fundamental program and service delivery challenges, formulate options, and propose recommendations for operational improvements or new research initiatives.
3. Understanding of Work Health and Safety legislation and ability to implement programs across Tasmania's emergency service organisations.
4. Highly developed interpersonal and communication skills including the ability to consult, manage expectations and develop and maintain relationships with a variety of stakeholders.
5. Proven ability to work within a dynamic environment that is subject to work pressure, competing priorities, ambiguity, and change.
6. Demonstrated strategic expertise in delivering services and ability to influence strategic direction.
7. Demonstrated experience in client management, including use of client management software to ensure early intervention, reporting and case management.

Qualifications and Experience:

Desirable

Successful completion of relevant tertiary degree and/or significant experience in working in the emergency service sector and health and wellbeing is desirable.

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

E BAKER
DIRECTOR, PEOPLE AND CULTURE
BUSINESS AND EXECUTIVE SERVICES

Date: 27 June 2024