

# Department of Police, Fire and Emergency Management

## STATEMENT OF DUTIES



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Title	Coordinator, Wellbeing Support
Position Number	004135
Business Unit	Wellbeing Support
Branch / Section	Business and Executive Services
Location	Hobart
Immediate Supervisor	Assistant Director, Wellbeing Support
Award	Tasmanian State Service Award
Employment Conditions	Permanent
Classification	Band 6

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### Focus:

The Coordinator will coordinate, and provide senior level assistance to deliver the Wellbeing Program for emergency first responder agencies incorporating Police, Fire, Ambulance and the State Emergency Service.

The Coordinator ensures the efficient and effective delivery of activities associated with the outputs and outcomes for the Wellbeing Program and broader DPFEM Wellbeing Strategy.

### Primary Duties:

- Coordinate activities associated with the delivery of the Wellbeing Program, including procurement, contract management, activity and resource coordination, budget management, program design and implementation, change management activities and reporting on performance measures.
- Coordinate and monitor activities associated with the evaluation of the Wellbeing Program and broader wellbeing service including collation of internal data, analysis of data and formulation of appropriate recommendations to support the continuous improvement of wellbeing services.

- Undertake research and prepare high level and complex documentation including correspondence, program status reports, communication and implementation strategy documents, procurement/tender documentation and steering committee papers.
- Identify and analyse emerging wellbeing issues and trends and identify, initiate and manage planned responses and strategies in consultation with broader Wellbeing Support teams.
- Contribute to the development and implementation of the DPFEM Wellbeing Strategy.
- Manage projects and coordinate key business initiatives within Wellbeing Support that contribute to system or process improvement.
- Develop and maintain effective and productive working relationships with internal and external stakeholders.

### **Scope of Work:**

Working under the broad direction, the Coordinator will be responsible for:

- The successful coordination of activities associated with Program delivery including contract management, service evaluation and strategy development.
- Providing high level analysis and advice relating to and supporting wellbeing service delivery and strategy.
- Demonstrating initiative, flexibility and creativity in identifying issues and formulating recommendations.

### **Direction and Supervision:**

The incumbent will be required to work under limited supervision with a significant degree of autonomy.

This position will be working with considerable independence in determining priorities and approach to managing activities or programs.

### **Selection Criteria:**

1. Demonstrated knowledge and understanding of contemporary health and wellbeing issues facing emergency service workers with the ability to provide sound advice on health and wellbeing issues, strategy and projects.

2. Experience in delivering programs that are client focussed to produce tangible outcomes.
3. Demonstrated high level skills and experience in contract management functions including monitoring and evaluating service performance and compliance with the ability to resolve complex issues and negotiate mutually acceptable outcomes.
4. Highly developed interpersonal, oral and written communication skills, including the capacity to communicate clearly and succinctly liaise, influence and negotiate with a range of internal and external stakeholders.
5. Well-developed conceptual, analytical, research and problem-solving skills with the ability to exercise sound judgement to provide effective solutions and deliver outcomes.
6. Demonstrated ability to contribute in a dynamic team environment that is subject to work pressure and competing priorities, including capacity to plan, organise and deliver own outputs under limited supervision.
7. Highly developed leadership skills with demonstrated expertise in managing budget establishment, facility, and human resource activities.

## **Qualifications and Experience**

### **Desirable:**

Successful completion of relevant tertiary degree and/or significant experience in program development and delivery, health and wellbeing and/or analysis would be highly desirable.

### **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.

A18/143956

Approved

Amardeep Ghuman  
**Manager, Partnering and Employment Services**  
**People and Culture**

Date: September 2024