

Regional Volunteer Facilitator

Statement of Duties

Position number:	701282
Award/Agreement:	Tasmanian State Service Award
Classification level:	General Stream, Band 4
Division/branch/section:	Parks and Wildlife Service, Operations, Southern Region
Full Time Equivalent (FTE):	1.0 FTE (minimum 0.8 FTE, by negotiation)
Location:	Glenorchy
Employment status:	Permanent
Ordinary hours per week:	36.75 hours (minimum 29.40 hours by negotiation)
Supervisor:	Regional Program Coordinator

Position Objective

The purpose of the role is to coordinate the Regional Volunteer Program, including facilitating community conservation groups and coordinating volunteers to assist the Parks and Wildlife Service achieve corporate goals, whilst providing rewarding experiences for volunteers.

Major Duties

- Develop and coordinate an effective regional volunteer program by facilitating opportunities for increased levels of community participation in and support for PWS approved volunteer work programs and activities. Assist staff to design and implement works programs to support the regional volunteer program.
- Assist in the development of policy and procedures with regard to volunteer management, including preparation of strategies, reports and program evaluations.
- Supervise, train and induct staff and volunteers in accordance with Departmental policy and guidelines for the management of volunteer activity ensuring occupational health and safety requirements are complied with.
- Recruit and select volunteers to participate in the implementing approved volunteer programs and activities. Provide appropriate and constructive feedback on volunteer performance and contribution to PWS values.
- Build relationships, partnerships and networks with volunteer groups, allied community organisations, individuals and external bodies, to advance volunteer participation and involvement within the Region.
- Promote education and awareness of the value and role of volunteer activity to parks and reserves management, through staff training and coaching, as well as PWS representation at community forums and external bodies.

- Ensure close collaboration and liaison with other Regional Volunteer Facilitator/ Coordinators to ensure consistency of approach, knowledge sharing and general volunteer practice development.
- Manage the allocated Regional Volunteer program budget.
- Perform any other assigned duties at the classification level that are within the employee's competence and training.

Classification Band Advanced Assessment Point

The classification of this position under the Tasmanian State Service Award provides the opportunity for its current occupant to advance from Range 1 to Range 2 within the same Band. Performance requirements at the upper end of the band are expected to be more challenging and assessment criteria are expected to be more rigorous than those that apply to normal salary progression. Employees are to have served at least six months at their current salary level prior to the salary movement and are assessed as meeting the performance criteria of their Performance Plan to at least a satisfactory level.

Responsibility, Decision-Making and Direction Received

The occupant of the position is responsible for:

- the effective operation of the Regional volunteer program and for ensuring a high standard of accurate and timely reporting;
- ensuring that volunteers are fully aware of and comply with the Agency volunteer policies and related guidelines, receive appropriate training, recognition and feedback.
- presenting the PWS image positively to the public and local community and maintaining a high level of confidentiality; and
- complying with relevant Work Health and Safety (WHS) legislation and departmental policy guidelines.
- ensuring a safe working environment by complying with relevant Work Health and Safety (WHS) legislation, codes of practice and policies, procedures and guidelines issued under the Department's WHS Management System.

The decision making and direction received in relation to the role are:

- General direction is provided to achieve the required outcomes as operational guidelines, systems and processes are well understood. Policies, rules and regulations provide a framework for decision-making in undertaking and integrating the relevant activities of the work area.
- The occupant will be expected to exercise judgement and initiative in the performance of their duties, to enable agreed programs and objectives to be met.
- The Regional Volunteer Facilitator is to determine and expend the allocated budget in accordance with approved financial protocols and the objectives of any Regional volunteer strategies or programs.

Knowledge, Skills and Experience (Selection Criteria) (in relation to the Major Duties)

- Highly developed communication and interpersonal skills, including liaison, negotiation and problem solving skills. The ability to present the volunteer program to the local community and volunteer organisations in an effective manner.
- The ability to supervise staff and volunteers, train and mentor volunteers, in accordance with relevant legislation and contemporary practices whilst fostering a consultative team environment.
- Good organisational skills to enable the coordination and management of a variety of tasks at the same time and the planning and accurate completion of tasks within pre-determined time frames.
- Good knowledge and understanding of managing reserves to balance the protection of natural and cultural values with recreational use.
- Well-developed knowledge and understanding of volunteer and community organisations. The ability to work effectively with a wide range of stakeholders.

Desirable Qualifications and Requirements

- A current motor vehicle driver's licence.

Department's Role

The **Department of Primary Industries, Parks, Water and Environment (DPIPWE)** is responsible for the sustainable management and protection of Tasmania's natural and cultural assets for the benefit of Tasmanian communities and the economy. The Department's activities guide and support the use and management of Tasmania's land and water resources and protect its natural and cultural environment. The Department is also responsible for delivering the services that support primary industry development and the protection of the State's relative disease and pest-free status.

Under Tasmania's emergency management arrangements DPIPWE is the management authority (lead agency) for various aspects of the management of biosecurity emergencies (includes exotic animal, plant and marine disease and pest emergencies), environmental emergencies (includes marine pollution spills), fire in national parks and other reserves, floods from dam failure and sea inundation from storm surge. In regard to those types of emergency prevention, preparedness and response activities are core business of this agency and potentially may involve all staff in some way.

The Department's website at www.dpipwe.tas.gov.au provides more information.

The **Parks & Wildlife Service Division** acts as both Tasmania's biggest land manager and one of the most significant tourism operators, contributing significant to the state's brand and capacity to deliver experiences. The PWS is responsible for managing Tasmania's parks and reserves and for protecting the State's unique natural heritage while at the same time providing for the sustainable use and economic opportunities for the Tasmanian community.

The role of the **Operations Branch** is to manage Tasmania's parks and reserves, providing high level strategic and policy advice to ensure the natural and cultural values of the parks and reserves system are strategically managed and enhanced in line with government policy and legislative requirements.

The Operations Branch includes the following sections:

- **Three Regional Areas - Northern, North-Western and Southern**
Each region is responsible for the planning and direction of operational activities and programs for that particular area, ensuring quality service delivery, effective risk management and the most efficient use of available resources and budgetary provisions.
- **Property Services** represents the Crown as an owner of property through pro-active Crown property development, facilitating public and private sector use of Crown and reserve land property and providing an authoritative and specialist source of advice direct to Government and the private sector. The Unit undertakes a significant number of Crown property transactions including sales, leases, tenancies, exchanges.

Working Environment

Employees work within an environment that supports safe work practices, diversity and equity with employment opportunities and ongoing learning and development. We are committed to valuing and respecting each other as colleagues and peers. We value the diverse backgrounds, skills and contributions of all employees and treat each other and our customers with respect. We do not tolerate discrimination, harassment or bullying in the workplace.

DPIPWE has a culture of zero tolerance towards violence, including any form of family violence. We will take an active role to support employees and their families by providing a workplace environment that promotes their safety and provides the flexibility to support employees to live free from violence.

There is a strong emphasis on building leadership capacity throughout DPIPWE.

The expected behaviours and performance of the Department's employees and managers are enshrined in the *State Service Act 2000* through the State Service Principles and Code of Conduct. These can be located at www.dpac.tas.gov.au/divisions/ssmo.

Special Employment Conditions

The following list provides an indication of the variety of aspects that the employee may experience in the course of his/her duties:

- Work may be in remote and isolated locations and/or inclement weather;
- May be required to camp away from base in isolated areas for periods a number of days often carrying supplies; and
- May be required to travel by sea craft, light aircraft or helicopter.

Some intrastate and interstate travel may be required.



Approved by:

Date: 30 June 2021