



Government of South Australia

South Australian Fire and
Emergency Services Commission

JOB TITLE: Volunteer Support Officer CLASS: ASO-4 POSITION NO.:	ORGANISATION: Justice AGENCY: South Australian Fire & Emergency Services Commission DIRECTORATE: Human Services BRANCH: Volunteer Management
This Position Reports to: <ul style="list-style-type: none">Volunteer Management Consultant	Positions Reporting to this Position: <ul style="list-style-type: none">Nil
Primary Purpose of Position <ul style="list-style-type: none">Contribute to the continuous improvement in effective volunteer management, particularly in regard to<ul style="list-style-type: none">recruitment, retention and advocacy of volunteers with SAFECOM, CFS and SESvolunteer service awards policies and programspartnerships with employer bodiesdevelopment and delivery of leadership and management trainingtraining relating to the Cadet Program	
Outcomes <ul style="list-style-type: none">SAFECOM Volunteer Management operates effectively and efficiently in accordance with the Strategic Plan and business objectivesContinuous improvement in the management, recruitment and retention of Volunteers within SAFECOM, CFS and SES, based on sound and effective volunteer management, principles and practicesObjectives of the cadet program are successfully achieved by the provision of efficient support and assistance	

<p>Resource Management</p> <ul style="list-style-type: none"> • Nil 	<p>Essential Attributes (Knowledge/Skills/Experience Requirements)</p> <ul style="list-style-type: none"> • Proven ability to work cooperatively, and consult and communicate effectively, both verbally and in writing, with staff and members of the public, in particular in relation to policies, standards and procedures • Conceptual and analytical ability including the ability to identify and analyse problems and risks and formulate and implement practical, innovative and effective solutions • Ability to work effectively under limited supervision to determine priorities, plan activities and set priorities, resulting in achieving project objectives to the specified quality, time and cost • Ability and demonstrated experience in negotiating effectively to gain the confidence and cooperation of others both within and external to the organisation • Demonstrated experience in effectively managing volunteer services or human resources, including knowledge and understanding of change management and project management principles and techniques • Experience in developing, implementing and monitoring policies, procedures, standards and guidelines, and evaluating their effectiveness • Experience in efficiently providing advice and support to volunteers on a range of administrative, procedural and management issues and a sound knowledge of relevant legislation, Government policy and best practice • Experience in the efficient development, implementation, evaluation and delivery of effective training programs • Knowledge of volunteer management systems, practices and techniques and a demonstrated commitment to the principles and practices of voluntarism, and an empathy for volunteers
<p>Desirable Attributes</p> <ul style="list-style-type: none"> • Successful completion of a relevant tertiary qualification in Volunteer Management or Human Resource Management • Certificate IV in Workplace Assessment and Training • Proven experience in managing the provision of volunteer services • Proven experience in developing, implementing and reviewing administrative practices and procedures • Knowledge of the principles of volunteering, and modern volunteer management eg recruitment, retention, managing diversity and volunteer advocacy leadership and management • Knowledge of management theory and strategies, particularly in relation to volunteer management or human resource management. • Knowledge of administrative systems and processes within an emergency service environment • Knowledge of the aims and objectives of SA Metropolitan Fire Service, SA Country Fire Service, SA State Emergency Service • Proven ability as a member of a Volunteer organisation • Knowledge of the role and culture of Emergency Service organisations 	<p>Essential Qualifications</p> <ul style="list-style-type: none"> • Nil

Key Relationships/Interactions

- Business Managers, staff and volunteers in MFS, CFS and SES.
- Local community groups, employers and employer associations.
- SA Volunteer Fire Brigades Association
- SA State Emergency Services Association
- Volunteering SA

Key Challenges

- Balancing competing agency priorities
- Operating in a politically sensitive environment
- Remaining abreast of developments in volunteer management

Employment Conditions

- Employment conditions will be governed by the Fire and Emergency Services Act 2005 and the South Australian Government Wages Parity (Salaried) Enterprise Agreement 2006
- The incumbent will be expected to work in a manner consistent with the *Code of Conduct for South Australian Public Sector Employees*
- The incumbent must be prepared to be assigned to another position at this remuneration level or equivalent
- The incumbent is responsible and accountable for working in an equitable manner and taking reasonable care to protect his/her own health, safety and welfare and avoiding adversely affecting the health and safety of others at work by complying with OHS&W and EO policies, practices and legislation
- The incumbent will provide the highest standards of customer service to clients at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation
- Demonstrate knowledge of and commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of the Premier's Safety Commitment and the legislative requirements of the Occupational Health Safety and Welfare Act, utilising AS/NZA 4360 Risk management, or to an equivalent set of standards

Special Conditions

- Some inter/intrastate travel involving overnight absence and frequent out of hours work will be required
- A current driver's licence and a willingness to drive are essential
- Incumbent must be prepared to relocate, if required, to meet the changing needs of SAFECOM

Signature:

Manager/Delegate

Date:/...../.....

The South Australian Fire and Emergency Services Commission provides support services to the Emergency Service Organisations (“ESOs”) to ensure that the Government’s community safety outcomes for emergency prevention and management are met.

OUR VISION, MISSION, VALUES & APPROACH

Our Vision – A Safer Community

We work for a safer community by providing a cohesive strategic direction to the emergency services sector for service delivery, governance and accountability, to assure Government and the community that services are appropriate and provide value for money.

Our Mission – We ensure emergency services are coordinated to meet the needs and expectations of the community

We support the delivery of appropriate, effective and efficient emergency services to the South Australian community by leading strategic collaboration and partnering across the emergency sector, while ensuring accountability to Government.