



VOLUNTEER LIAISON OFFICER
Position Number: 6573 & 6574 Level: 6
ANZSCO: 224912

JOB DESCRIPTION FORM

THE ROLE

The Volunteer Liaison Officer supports the Fire and Emergency Services Commissioner to facilitate and support relationships with emergency services volunteers, Volunteer Associations, Volunteer Advisory Committees local governments and other relevant stakeholders on behalf of the Department.

REPORTING RELATIONSHIPS

ORG STRUCTURE: OFFICE OF THE COMMISSIONER

THIS ROLE REPORTS TO

Executive Manager Level 8

POSITIONS THAT REPORT TO THIS ROLE

Nil

ABOUT US

As Western Australia's leading hazard management agency, the Department of Fire and Emergency Services performs a critical role coordinating emergency services for a range of natural disasters and emergency incidents threatening life and property.

Our volunteers are the biggest workforce of our organisation and play an important role in keeping our community safe. DFES recognises the critical role our volunteers play and the positive impact they make to the community. Supported by this extensive network of volunteers and career workers, DFES works together with the community and government to prevent, prepare for, respond to and recover from a diverse range of emergencies.

SPECIFIC RESPONSIBILITIES

DFES is committed to the principles of Equal Employment Opportunity (EEO) and diversity in the workplace and the provision of a safe environment for its employees, customers and volunteers. All duties are to be performed in a manner and behaviour consistent with EEO legislation and Occupational Safety and Health legislation along with the Department's Code of Conduct and Policies/Procedures and other relevant legislation.

1. Collaborates with staff, volunteers, Volunteer Associations and other relevant stakeholders to initiate and maintain collegial and effective relationships with internal and external stakeholders.
2. Facilitates and supports consultation processes including engagement with staff, volunteers, Volunteer Associations, Government Agencies and other relevant stakeholders with the objective of gaining co-operation, influencing views and meeting timelines for delivery of service and advice.
3. Assists in resolving issues (including undertaking some investigations and mediating disputes), raised by volunteers and Volunteer Associations with the Commissioner or other relevant stakeholders.
4. Actively identifies emerging trends, pressures and possible issues impacting on volunteers and emergency services and formulates and provides effective resolutions to these complex issues as they arise.
5. Manage discrete volunteerism related projects as approved.
6. Support initiatives, programs, reviews, inquiries and research that enhance knowledge and understanding of volunteering, volunteerism and volunteers.
7. Facilitates opportunities to promote volunteerism, volunteering and volunteers internal and externally.
8. Advises the Commissioner, relevant staff and stakeholders on emerging issues risks, trends, resources, infrastructure and management support requirements and issues raised by the Volunteer Emergency Services, Volunteer Associations, brigades, groups or units and individual volunteers and stakeholders.
9. Prepares and presents detailed, comprehensive reports and briefs as required.
10. Provides organisational and management support and assists in the formulation of policy and strategies that enhance Volunteer service delivery.
11. Acts as Executive Officer to volunteer forums as required.
12. As required attends relevant Volunteer Association meetings, Volunteer Advisory Groups, Volunteer Advisory Committees, conferences, AGMs, consultative committees to maintain knowledge of local and general issues and trends and to maintain the volunteer relationship with DFES.
13. Play a key leadership role in promoting, creating and maintaining a healthy and safe work environment, including psychological wellbeing.
14. Applying DFES health and safety policy and procedures and the risk management framework; including consultation and participation with personnel to resolve safety issues.
15. Carries out other duties as assigned.

SELECTION CRITERIA

Applicants should demonstrate their capacity to meet the following criteria which should be read in conjunction with the specific responsibilities of this role.

ESSENTIAL CRITERIA

1. Demonstrated high level interpersonal, written, and oral communication skills with the ability to negotiate, facilitate and resolve conflicts.
2. Demonstrated extensive experience in and knowledge of the fire and emergency services industry, including understanding of the role of volunteers, local government and other stakeholders in an emergency services environment.
3. Demonstrated ability to research, interpret and apply legislation.
4. Proven analytical, problem solving, strategies development and project management skills.
5. High quality word processing skills and experience with computerised office software packages, including data bases and spreadsheets.
6. Current driver's license; willingness to travel; and willingness to work outside normal business hours.

DESIRABLE

1. Knowledge and understanding of the diversity, cultures and complexities of working in a volunteer environment.
2. Currently possess or prepared to attain a Cert IV in Volunteer Management or any other tertiary qualification that may be relevant/useful.
3. Understanding of change management principles and exposure to their application.

POSITION INFORMATION

LOCATION: Various

SPECIAL CONDITIONS: The Department is an emergency services organisation and all employees may be required to work business hours or outside of normal business hours to assist with emergencies.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of this position.

Authorised and signed by:

A/ EXECUTIVE MANAGER

Name:

Paul Simpson

Signature:

[Signature]

Date:

21 September 2018

MANAGER WORKFORCE SERVICES

Name:

Stacey Naughtin

Signature:

[Signature]

Date:

21.09.18

JDF REGISTRATION – RECRUITMENT USE ONLY

This Job Description Form (JDF) was registered by:

HR Consultant Name:

Sue Clarke

HR Consultant Position:

RECRUITMENT COORDINATOR

HR Consultant Signature:

[Signature]

Date:

21-SEPTEMBER-2018