

# JOB ROLE STATEMENT

## ON-ROAD INCIDENT RESPONSE CREWS SUPERVISOR LEVEL 5

**DIRECTORATE** OFFICE OF MANAGING DIRECTOR  
**BRANCH** METROPOLITAN REGION

**CATEGORY 1**  
**POSITION NO** VARIOUS

### KEY RESPONSIBILITIES

Supervise Incident Response Crews (IRCs) patrolling approved roads and rapidly responding to on-road incidents on the metropolitan road network. Co-ordinate the activities of all IRC patrols to deliver effective reduction and mitigation of hazards that impede traffic flow on the network. Provide specialist technical support to all IRC to ensure the optimum incident control solution is delivered and all incidents are handled safely, efficiently and effectively.

### KEY DELIVERIES

#### Rapid Incident Response, Onsite Safety Controls and Service Performance

- Supervise Incident Response Crews (IRC) patrolling approved roads and rapidly responding to on-road incidents on the metropolitan road network.
- Co-ordinate the activities of IRC patrols to deliver effective reduction and mitigation of hazards that impede traffic flow, including:
  - responding to and assessing incident to determine the scope and severity and any immediate threats to people and property as well as taking actions to protect road users and assisting with resumption of normal traffic flow
  - implementing contingency Traffic Management Plans (TMP) at on-road incidents under directions of Main Roads' Real-Time Traffic Operations (RTTO) Centre
  - erecting or removing temporary traffic management to provide safe egress and ingress at incident sites independently or at the direction of RTTO Centre or emergency services
  - monitoring and evaluating the effectiveness of on-road traffic incident response and, where necessary, implementing corrective actions to rectify any deficiencies
  - disseminating information to road users, local communities, and transport operators on changed traffic conditions, route detours and delays
  - collecting and communicating information on road, infrastructure, and traffic intelligence to RTTO Centre
- Provide specialist technical support to all IRC to ensure the optimum incident control solution is delivered and all incidents are handled safely, efficiently and effectively.
- Ensure that each IRC has an assigned contact person for onsite liaison with emergency services and other relevant service providers.
- Schedule and deliver operational and major level incident de-briefs.

#### Incident Response Systems and Practice

- Co-ordinate activation of Main Roads' incident response plans in consultation with vendors, fire and emergency services and enforcement agencies within available resources to deliver incident response service in a safe and efficient manner.
- Co-ordinate implementation of safe work practices in accordance with Safe Work Instruction Method Statements (SWIMS) in line with industry standards.
- Co-ordinate implementation of operational standards and procedures while responding and attending incidents.

#### Incident Response Vehicle Readiness

- Co-ordinate all supply requirements for incident response vehicles to ensure all time vehicle readiness for incident response projects.
- Ensure the operational readiness of all incident response vehicles ensuring vehicles are clean and presentable including clearly visible Main Roads' signage and sufficiently stocked and prepared for tasking requirements.

#### Customer Focus

- Ensure all IRC members demonstrate customer focus and a positive attitude towards customers affected by road incidents/trauma that projects competence, credibility and trust in arranging relevant on-scene services.
- Ensure all IRC members are skilled in delivering basic First Aid onsite to injured individuals before arrival of emergency services.
- Ensure all IRC members effectively communicate with drivers, passengers, and witnesses to understand their needs and concerns and provide relevant information to the RTTO Centre or through WebEOC.

#### Stakeholder Relationships

- Build and enhance collaborative working relationships with all IRC members, and the RTTO Centre, various emergency service providers to enable effective co-ordination of road incident response and management.

#### **SAFETY, HEALTH AND WELLBEING (SHW)**

Responsible for active participation and performance to SHW standards as detailed by the Main Roads' Safety, Health and Wellbeing (SHW) Management System - refer to "SHW Roles and Responsibilities Procedure" on 'iRoads' intranet.

#### **LOCATION**

Main Roads is a regionalised organisation with key delivery centres operating from the Kimberley to the Great Southern regions, including the metropolitan area. The incumbent of this position may be required to undertake a role in a region for a period of time.

#### **DYNAMIC RESOURCING**

The incumbent of the position may be required to perform any other role within the incumbent's level of skill, competence and responsibility as directed by the Managing Director of Main Roads to meet the organisation's objectives and the incumbent's development

#### **REPORTING RELATIONSHIPS**

*This position reports to:*

**(A) TITLE AND LEVEL**

ON-ROAD INCIDENT RESPONSE SERVICES CO-ORDINATOR

LEVEL 6

**POSITION NO**

VARIOUS

