

# JOB ROLE STATEMENT

## ON-ROAD INCIDENT RESPONSE CREW OFFICER OIRCO EBA

**DIRECTORATE**  
**BRANCH**

REGIONAL MANAGEMENT AND OPERATIONS  
CRISIS AND EMERGENCY MANAGEMENT

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

### KEY RESPONSIBILITIES

Provide on road rapid response to incidents on the metropolitan road network including patrolling of the road network to reduce or mitigate hazards that impede traffic flow. Provide on-road incident control to ensure incidents are handled safely, efficiently, and effectively.

### KEY DELIVERIES

#### Road Patrols and Hazard Mitigation

- Patrol approved roads to identify incidents and potential incidents that could affect driver safety including taking actions to remove and/or mitigate road hazards that impact traffic flows.
- Implement contingency Traffic Management Plans (TMP) at on-road incidents under directions of Main Roads' Real-Time Traffic Operations (RTTO) Centre.
- Erect or remove temporary traffic management to provide safe egress and ingress at incident sites independently or at the direction of RTTO Centre or emergency services.
- Monitor and evaluate the effectiveness of on-roads traffic incident response activities and, where necessary, implement corrective actions to rectify any deficiencies.
- Assist with dissemination of information to road users, local communities, and transport operators on changed traffic conditions, route detours and delays.
- Collect and communicate information on road, infrastructure, and traffic intelligence to RTTO Centre.
- Attend and actively participate in operational and major level incident de-briefs.

#### On-Road Incident Response

- Respond to and assess incident to determine the scope and severity of the incident and to identify any immediate threats to people and property.
- Undertake actions to protect all road users on-site and assist with the resumption of normal traffic flow, including:
  - if and when required push vehicles to a safe and/or less obstructive road location with permission of the driver
- Activate corporate incident response plans in consultation with the Supervisor, vendors, fire and emergency services and law enforcement within available resources to deliver incident response service in a safe and efficient manner.
- Act as the point of contact as assigned for liaison with emergency services and other relevant service providers for on-road incidents.
- Assist with the investigation and development of operational solutions for on-road control of road safety at road incidents.

#### Incident Response Systems and Practice

- Implement safe work practices in accordance with Safe Work Instruction Method Statements (SWIMS) in line with industry standards.
- Implement operational standards and procedures while responding and attending incidents.

#### Incident Response Vehicle Readiness

- Carry out audit of all supply requirements for incident response vehicles to ensure vehicle readiness for incident response projects.
- Maintain all time readiness of 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

- 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.
- Provide basic First Aid to injured individuals onsite as required before arrival of emergency services.
- 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 Main Roads' RTTO Centre, various emergency service providers to enable effective co-ordination of on-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 CREWS SUPERVISOR

LEVEL 5

**POSITION NO**

VARIOUS

# ON-ROAD INCIDENT RESPONSE CREW OFFICER OIRCO EBA

**POSITIONS UNDER DIRECT SUPERVISION**

List the position numbers, titles and levels of positions directly supervised

TITLE and LEVEL

POSITION No

CATEGORY

NUMBER

Salaried, Wages

TOTAL

**ALL POSITIONS UNDER CONTROL**

State number of positions only

**SELECTION CRITERIA – SHOULD BE ADDRESSED IN THE CONTEXT OF THE ROLE**

- Skill, knowledge and experience in:
  - implementing road authority rapid incident response procedures at on-road incidents
  - implementing emergency road authority traffic management plans including temporary traffic management arrangements in various risk environments
  - technical assessment, analysis and problem solving in high-pressure and challenging situations
  - adherence to Work Health and Safety (WHS) requirements associated with responding to on-road incidents
  - provision of customer focused service
  - building and enhancing stakeholder relationships
- Knowledge of:
  - policies and practices on EEO, diversity and equity
- Possession of a current Western Australian 'MR' Class (Medium Rigid Truck) drivers' licence or an approved equivalent.

**Special Requirements:**

Following appointment to this role and as a part of training, the appointee must be willing and able to (within 2 months of appointment) obtain as required: Basic Worksite Traffic Management (BWTM), HLTAID011 'Provide First Aid' Certificate or an equivalent, Construction Safety Awareness (White Card), Operate Truck Mounted Attenuator (OTMA) Accreditation, and any other necessary training.

**CERTIFICATION**

1. The details contained in this Job Role Statement have been reviewed and conform to Main Roads guidelines.

SIGNATURE

BRANCH/SECTION HEAD

DATE

06-08-2024

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

SIGNATURE

GENERAL MANAGER REGIONAL OPERATIONS

DATE

06/08/2024

3. The details contained in this document have been reviewed and conform to Main Roads guidelines.

SIGNATURE

EXECUTIVE DIRECTOR HUMAN RESOURCES

DATE

6/8/24