

Memorandum

| |
|---|
| To: All SLSNSW Members |
| From: Joel Wiseman, SLSNSW Director of Lifesaving |
| Date: 7 th October 2021 |
| Pages: 2 |
| Subject: Expression of Interest – Volunteer State Duty Officer |

Volunteer State Duty Officer's (SDOs) are fundamental to the delivery of the Surf Life Saving New South Wales (SLSNSW), Surf Emergency Response System, in accordance with [SLSNSW Standard Operating Procedures – LS9](#).

The SLSNSW Surf Emergency Response System is utilised by other statutory emergency service agencies (such as NSW Police, Ambulance, Fire, SES) requesting assistance for coastal emergency incidents. The SLSNSW Surf Emergency Response System is inclusive of all SLS Volunteer, Australian Lifeguard Service (ALS) and Council Lifeguard assets across NSW.

Volunteer SDO's are responsible for the dissemination of critical information to lifesaving services across NSW, on behalf of the NSW Police Force (and other emergency services) and provide updates to those agencies as appropriate. Volunteer SDO's usually operate after hours (*between 7pm – 7am*), once the SLSNSW State Operations Centre ceases operations each day.

On average, volunteer SDOs are expected to be available for at least six to eight shifts per month. When on shift SDO's are always required to be contactable and fulfil the SDO functions (as either primary or back-up SDO).

Volunteer State Duty Officers report to the SLSNSW Director of Lifesaving and are appointed for a period of 24 months.

| | |
|--|--|
| Minimum Qualifications | <ul style="list-style-type: none"> Active and financial SLSA member; Maintain a proficient SLSA Bronze Medallion / Certificate II; Basic Beach Management (Patrol Captain) Award; Class C Drivers Licence; Branch Duty Officer <i>or</i> relevant Emergency Management experience; |
| Desirable Skills/Qualifications | <ul style="list-style-type: none"> Prior emergency services experience; Emergency Management qualifications; Support Operations Experience; |
| Commitment | <ul style="list-style-type: none"> Available for a minimum of six shifts per month (usually between 7pm - 7am); Suitable candidates will be required to undertake additional training; Volunteer SDO's are required to maintain contemporaneous skillsets, requiring them to fulfil 2 x shifts within the SLSNSW State Operations Centre (Belrose) and 2 x shifts within NSW Police Force Marine Area Command (Balmain) per season; Willing to undertake additional training and act as a Liaison Officer in accordance with State Emergency Management arrangements, as and if required Attend meetings as required; Volunteer SDO's are appointed for a period of 24 months. |
| About you | <ul style="list-style-type: none"> Have experience in providing leadership across diverse stakeholder groups across various geographic locations; Have a passion for emergency management and incident management; Have a strong understanding of the volunteer ethos and how to work with volunteers to support communities; Be willing to travel as required and work on call. |

How to apply

To be considered for this role, your application should be completed at the following link: [Volunteer State Duty Officer Expression of Interest Form](#)

Applicants will be required to answer the following targeted questions as part of the online application.

Targeted Questions

1. State Duty Officers (SDO's) are responsible for establishing and managing networks with internal and external stakeholders at a local, branch and state level, liaising with other statutory emergency agencies (Police, Ambulance, Marine Area Command, Marine Rescue etc). Using your relevant experience outline a time when you were required to liaise with multiple networks to achieve a successful outcome.
2. Describe a recent stressful situation that demonstrated your ability to make sound decisions and take appropriate actions to resolve the situation.

Applicants that are requested to attend an interview will be required to provide an up-to-date resume that clearly details your skills and experience relevant to this role (three pages maximum).

Applicants seeking more information about the role and its responsibilities are encouraged to contact Lachlan Pritchard, SLSNSW State Duty Officer at lpritchard@surflifesaving.com.au.

Applications close: **Friday 29th October 2021 – 3:00pm**

Note.

- Current volunteer State Duty Officers are required to re-apply. They are not required to submit a resume or answer the targeted questions.

POSITION DESCRIPTION



| Position | Work Location | Position Description Completed |
|-------------------------------------|-----------------|--------------------------------|
| Volunteer State Duty Officer | Various | October 2021 |
| Reports To: | Direct Reports: | Department |
| SLSNSW Director of Lifesaving (DoL) | N/A | Lifesaving |

| PURPOSE STATEMENT |
|---|
| <ul style="list-style-type: none"> To act as the primary after-hours lifesaving service contact point within NSW for all external emergency services and agencies. To task appropriate lifesaving services to reported coastal and aquatic emergencies. To deliver the primary SLSNSW control/command function for all lifesaving services for a major state disaster/emergency (Tsunami, flood etc). To provide support to responding Incident controllers (Duty Officers /Lifeguard Supervisors) for major search and rescue incidents. |

| SELECTION CRITERIA | |
|--|--|
| Essential | Desirable |
| <ul style="list-style-type: none"> Active and financial SLSA Member; Maintain a proficient SLSA Bronze Medallion/Certificate II in Public Safety (Aquatic Rescue) or higher Award; Basic Beach Management (Patrol Captain) Award; Branch Duty Officer or relevant Emergency Management experience; Excellent verbal and written communication skills; An understanding of Surf Life Saving standard operating procedures, practices and policies; Problem-solving and decision-making skills with an excellent ability to remain calm under pressure; A professional attitude and appearance; People-management skills with proven ability to lead and motivate others and to earn respect; Understanding and knowledge of emergency service coordination, emergency response or similar public safety roles; Strong organisational and administrative skills and a proven ability in determining priorities, making sound judgements, coordinating activities and meeting deadlines without supervision; Self-motivated with an ability to work independently or as part of a team; | <ul style="list-style-type: none"> Experience in radio communications and with SLS Online Applications/Platforms; SLS powercraft experience; Certificate III in Public Safety (Aquatic Search & Rescue); Search and rescue skills and experience; OEM training in emergency management or equivalent; Certificate IV TAE; Working knowledge of the Work, Health & Safety Act as they relate to this position; Have knowledge and experience in AIMS / ICCS and or similar command and control structures; Understanding of the Local Government Act 1993 and local laws, relating to this position. |

| | |
|--|--|
| <ul style="list-style-type: none"> • Excellent critical reasoning, organisational and time management skills; • A current unrestricted Motor Vehicle Drivers Licence; • Willingness to undertake travel; • Ability to work flexible hours, including weekends and Public Holidays; • Proficient computer skills including the full suite of Microsoft Office programs and knowledge of database management; | |
|--|--|

| ROLE SPECIFIC RESPONSIBILITIES | |
|--|--|
| Surf Emergency Response System | |
| Accountabilities | Key Performance Indicators (KPI's) |
| <ul style="list-style-type: none"> • Action the response of lifesaving services in NSW to incidents and emergencies activated through the Emergency Response System; • Act as the incident command of lifesaving response to state/national emergency or natural disaster, and liaison for all external agencies; • Administer the Surf Emergency Response System (SERS) - during operational hours as required and after hours (7pm-7am); • Record all downward notifications accurately and in a timely fashion; • Notify and or task appropriate assets to any incident in a timely manner; • Provide accurate and timely information back to originating incident agency updating any changes in SLS incident operations; • Provide upward notification to Police Radio for any relevant incidents that require emergency services support; • Provide briefings to SLSNSW senior management on major incidents and provide SITREPS at appropriate times. | <ul style="list-style-type: none"> • All SERS calls are tasked to appropriate resources in a timely and professional manner; • All SERS calls are supported by accurate information; • All stakeholders in the emergency region are advised of a SERS call as per relevant SLSNSW SOP's; • Communication with all services is effective and professional – determined through feedback received from these stakeholders; • All internal stakeholders are notified in a timely fashion; • All paperwork/data entry completed on time and to a consistent high standard. |

| SurfCom Coverage | |
|--|---|
| Accountabilities | Key Performance Indicators (KPI's) |
| <ul style="list-style-type: none"> • Monitor the SERS and SLS Incidents; • As the State Duty Officer deliver effective, clear and concise SurfCom radio communications to all SLS Services; • Emergency response support and coordination, including incident management via the SurfCom Management System; • Responsible for the effective communication of operational compliance issues and environment warnings to Lifeguard Supervisors (ALS or Council); • Communicate to the State Operations Centre Manager and Operations Manager, Public Safety of any faults encountered with the Coastal Radio Network. | <ul style="list-style-type: none"> • The SurfCom Management system is entrenched as the key communication mechanism for all Lifeguard Services (ALS or Council) – determined by logs, statistical updates and sign on/off communications; • Tasking of additional resources in emergency response is effective, accurate and timely (success determined in debrief and records of incidents); • All statistics are recorded accurately and are kept current; • All recordings captured are relevant, detailed and accurate; • Communication is always professional and respectful; • All faults are recorded, investigated and passed on to maintenance contractor and appropriate staff in timely fashion. |

| Data & Administration | |
|--|---|
| Accountabilities | Key Performance Indicators (KPI's) |
| <ul style="list-style-type: none"> • Ensure all communication, SITREPS and relevant operational information is communicated and documented as soon as practicable after a notification is received; • Additional tasks as requested by the SLSNSW DoL or Operations Manager, Lifesaving & Public Safety. | <ul style="list-style-type: none"> • All statistical updates are current and meet reporting timeframes as determined by the SLSNSW DoL or Operations Manager, Lifesaving & Public Safety. • All communication (internal and external) is accurate and professional in delivery. |

| APPROVAL | |
|---|------------|
| <p>This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation.</p> | |
| SLSNSW Director of Lifesaving _____ | Date _____ |
| <p>I have read and understood this document and agree to perform the duties and responsibilities as listed within the list</p> | |
| Volunteer SDO Name _____ | |
| Volunteer SDO Signature _____ | Date _____ |