

POSITION DESCRIPTION

Position	Work Location	Position Description Completed
SLSNSW State Duty Officer (SDO)	State Operations Centre - Belrose	June 2023
Reports To:	Direct Reports:	Department
General Manager – Public Safety and Emergency Management	Emergency Response Operators	State Operations Centre

PURPOSE STATEMENT
<p>To ensure the State Operations Centre is the primary communications and coordination hub for all coastal emergencies.</p> <p>To monitor the Surf Emergency Response System (SERS) to reduce response times, maximise agency coordination, minimise ambiguity, and ensure member safety.</p> <p>To act as the primary point of contact for all Emergency Services, relevant agencies, and appropriate Lifesaving personnel in the coordination of incidents and the Lifesaving response.</p> <p>To provide support to all agency Incident Controllers for major search and rescue incidents.</p> <p>To provide specific administrative support to SLSNSW Management to ensure effective and efficient operations of the State Operations Centre.</p> <p>To monitor, maintain and optimize all technical systems utilised by the State Operations Centre in fulfilling its function as a state-of-the-art emergency operations facility.</p>

SELECTION CRITERIA	
Essential	Desirable
<ul style="list-style-type: none"> Substantial experience and technical knowledge of surf lifesaving or similar public safety roles An understanding of Surf Life Saving procedures, practices, and policies Comprehensive knowledge of the NSW coastline Prior Emergency Service Organisation or Emergency Management experience Current or enrolled in Emergency Management qualifications Experience in radio communications or Call and Dispatch systems High level computer skills including hardware and networking as well as contact management and database programs. Strong organisational and administrative skills and a proven ability in determining priorities, sound judgements, and meeting deadlines. Good interpersonal skills at all levels Problem-solving and decision-making skills People-management skills with proven ability to lead and motivate others Self-Motivated with an ability to work independently or as part of a team Excellent critical reasoning, organisational and time management skills 	<ul style="list-style-type: none"> PUA21012 - Certificate II in Public Safety (Aquatic Rescue) ICCS/AIIMS knowledge SurfCom Management System Experience Database management experience Current driver's license

- Ability to remain calm under pressure
- Ability to work flexible hours, including weekends and Public Holidays

DIRECT REPORTING RELATIONSHIP

Chief Executive
Officer

General Manager –
Public Safety and
Emergency
Management

Lifesaving
Manager

Communication
Systems
Manager

State Duty
Officers

Coastal Risk and
Research
Manager

Emergency
Management
Manager

Casual Senior
Emergency
Response
Operators

Casual Emergency
Response
Operators

KEY REPORTABLE ACTIVITIES (KRA)	
Outcomes	Key Activities
KRA 1: Surf Emergency Response System	<ul style="list-style-type: none"> • Notify relevant lifesaving services and appropriate related agencies to incidents and emergencies activated through SERS. • Task appropriate assets to any incident in a timely manner. • Provide senior state and branch personnel with all relevant incident details in a timely manner. • Coordinate the SLS response to aquatic and coastal emergencies and provide liaison for all external agencies. • Support volunteer State Duty Officers in the delivery of SERS outside SOC operational hours. • Record details of incidents and emergencies accurately and in a timely fashion in the SurfCom Management System. • Provide accurate and timely information back to police updating any changes in SLS incident operations. • Provide upward notification to VKG or Ambulance NSW for any relevant incidents that require Police or medical support.
KRA 2: Communications and the SurfCom Management System	<ul style="list-style-type: none"> • Manage, monitor, and respond to 13SURF and the Coastal Radio Network during SOC hours of operation. • Monitor the phone, radio and internet systems for any outages or loss of service and respond appropriately to correct or minimize these issues through the respective service provider and enacting SLS redundancies. • Deliver effective, clear, and concise communications to all services. • Ensure that all ALS and Council Lifeguard Services utilising the Coastal Radio Network are contacted daily through sign on/off and regular statistical updates. • Continually update the SurfCom Management System to reflect the status of an incident and the deployment of SLS and related assets. • Utilize the SurfCom Management System for incident notification, response, and coordination, including SMS Notifications to Management and Callout Teams • Ensure effective communication of operational compliance issues and environment warnings to relevant beach services. • Monitor radio network and undertake basic testing as required and report system to Maintenance Contractors and appropriate internal staff. • Continually update the SurfCom Management System to reflect the situation of patrolled locations including beach status, patrol strength and availability of equipment as per LSA. • Communicate with and coordinate SLSNSW response to related agencies with which SLSNSW has obligations i.e., DPI
KRA 3: Data & Administration	<ul style="list-style-type: none"> • Manage the various data and video inputs into the SOC to provide incident overwatch or situational awareness. • Ensure 13SURF data is accurate and recorded appropriately. • Complete all daily data/stats recording and input into the SurfGuard database. • Undertake specific Administrative or technical responsibilities on behalf of the SOC e.g., Roster, Contacts updates. • Provide financial information in accordance with funding requirements and report expenditure as defined in those funding arrangements. • Assist in collating all expenses within nominated Job Codes in accordance with agreed budgetary outcomes. • Additional tasks as requested by the Public Safety Manager.

CORE RESPONSIBILITIES (ALL STAFF)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	<ul style="list-style-type: none"> • Demonstrates action taken in identifying hazards, assessing risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace; • Demonstrates duty of care, considers own safety and the safety of others while at work; • Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times; • Is fully aware of SLSNSW's safety procedures and expectations, and actively participates and contributes; • Participates in the ongoing improvement of the SLSNSW WHS policy and visibly and constantly supports its implementation; • Practice and promote the SLSNSW Equal Employment Opportunity, Anti-Discrimination, Anti-Bullying and Harassment Policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying.
Organisational Culture	<ul style="list-style-type: none"> • Promotes and encourages personal growth and effective communication. • Understands and supports policies and procedures of the organisation as outlined on the Intranet. • Continually contributes to and supports volunteers & staff, including Directors, Branches, Clubs & Members.
Leadership/Teamwork	<ul style="list-style-type: none"> • Supports the decisions of SLSNSW Board of Directors and SLSNSW Management • Displays willingness to assist others, shares knowledge openly, cooperates and supports the department. • Receptive and open to feedback • Maintains a positive and constructive attitude that promotes confidence in those around them. • Contributes to staff meetings and promotes the exchange of information throughout the organisation. • Regularly meets with Manager to discuss performance, plans and current issues
Continuous Improvement	<ul style="list-style-type: none"> • Exercises initiative in making improvements to work processes and outcomes. • Always searches for better ways and strives for best practice. • Actively seeks new ideas and improvement. • Embraces and adapts to change.

WORKING RELATIONSHIPS
<p>The SDO will supervise all Emergency Response Operators while on shift and work closely with the various Public Safety portfolios to ensure the SOC is operating at its full potential. Externally the SDO must work seamlessly with other emergency services staff, lifesavers, lifeguards & lifeguard supervisors as these relationships are paramount to the success for the role. The SDO must ensure that as the face of SLS external relationships are treated with the upmost respect.</p>

APPROVAL

This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation.

SLSNSW CEO Date

General Manager – Public
Safety and Emergency
Management Date

I have read and understood this document and agree to perform the duties and responsibilities as listed within the list.

Employee Name

Employee Signature Date