

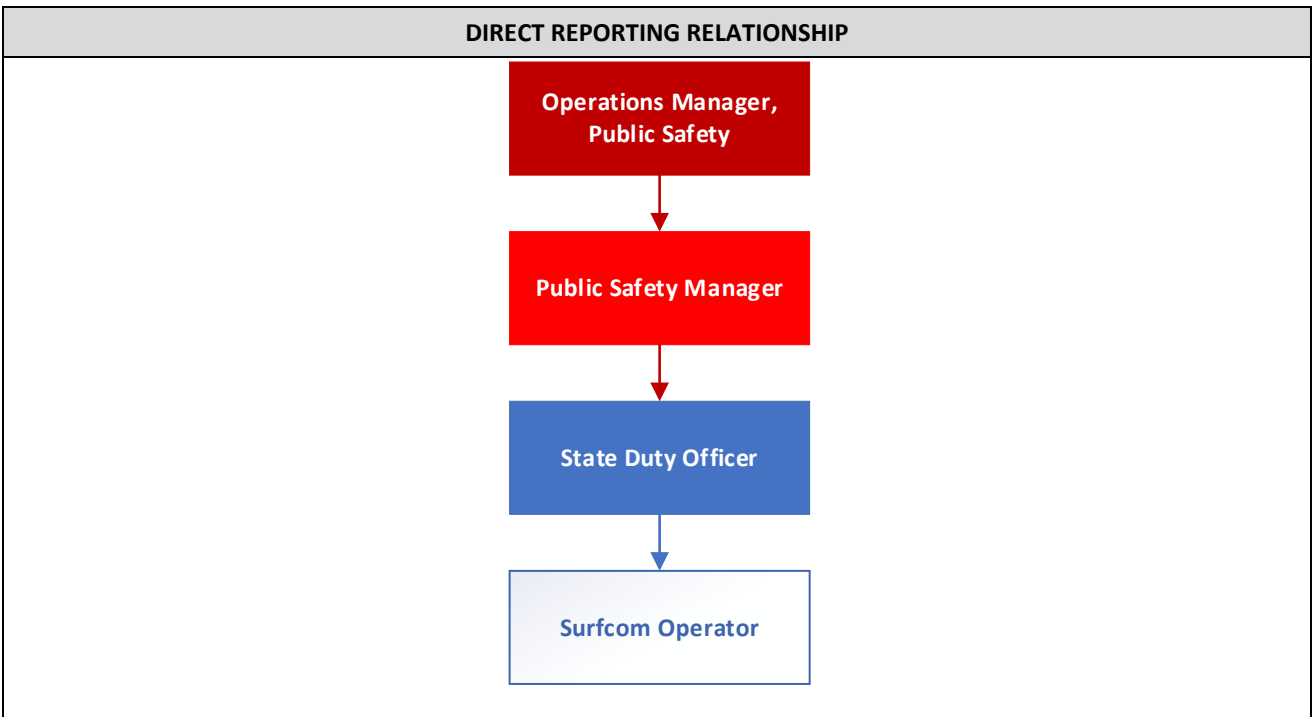


Position Description

Position	Work Location	Position Description Completed
Surfcom Operator (Casual staff)	State Operations Centre (Belrose)	August 2022
Reports To:	Direct Reports:	Department
State Duty Officer	Nil	Public Safety

PURPOSE STATEMENT

The voice of Surfcom and the first point of contact with Patrols, Lifeguards, SLS Services and 000. The position ensures that Surfcom is the Hub of all incident communications as well as monitoring transmissions to support appropriate action at every emergency or action.



SELECTION CRITERIA	
Essential	Desirable
<ul style="list-style-type: none"> • Experience of Surf Lifesaving, Lifeguarding; or other critical response-based organisation. • Competent computer skills - Microsoft Office, internet and web-based databases. • Minimum typing speed 50 wpm and +90% accuracy. • Well-developed interpersonal skills. • Ability to respond appropriately under pressure, make sound judgement and determine priorities. • Well-developed oral and written communications skills. • Ability to work independently and as part of a team. • Emergency Management Qualifications (or willingness to gain within 2 months*) 	<ul style="list-style-type: none"> • Demonstrated experience working in a Communication Centre or a similar environment. • Ability to operate the SLSNSW Coastal Radio Network. • Relevant SLSA Awards including (current): <ul style="list-style-type: none"> ○ Bronze Medallion ○ Radio Operators Certificate ○ Silver Medallion – Basic Beach Management • Provide First Aid Certificate. • Current surf lifesaving membership. • An understanding of surf lifesaving procedures, practices, and policies. • Knowledge and understanding of AIIMS principles.

ROLE SPECIFIC RESPONSIBILITIES	
Accountabilities	Key Performance Indicators (KPI's)
<ul style="list-style-type: none"> • Send, receive, prioritise and log a broad range of routine and emergency information by phone, radio, internet and in person. • Dispatch appropriate resources and services to incidents (according to priority and availability). • Monitor the status and safety of all personnel within the assigned designated areas. • Enter all relevant information and logs into the appropriate computer systems and provide support to the Lifeguard Supervisor with entry of logs, incident reports and other data into the SurfGuard database. • Monitor Bureau of Meteorology and other similar websites and systems. Conduct broadcasts regarding severe weather, critical situations, etc. • Check equipment daily for wear, tear and damage. • Liaise with lifeguards and lifesaving patrols, UAV pilots, council rangers, emergency services and other relevant third parties. • Provide relevant SLSNSW staff with timely and accurate information, particularly regarding emergency incidents and media enquiries. • Present in a professional manner, portray a professional image and the correct uniform is worn. • Attend meetings and training sessions as required. • Carry out specific tasks as required by the Public Safety Manager or State Duty Officer. 	<ul style="list-style-type: none"> • Never misses or is late for a shift. • Always uses correct radio terminology, protocols, and radio etiquette. • Is always clear in communication and making themselves understood in a variety of (stressful) situations. • All communication is prioritised and dealt with in appropriate timeframes. • Incidents receive the relevant resources and appropriate level of support. • All logs, reports and data (not limited to local service areas) is entered into the computer systems as directed/required, accurately and within pre-set timeframes. • A positive image of the SLSNSW and the individual is always maintained when on duty or attending SLSNSW related events. • Instructions given to Lifeguards and SLS Services are always in line with SOPs and policies. • All equipment remains in a serviceable condition and is always accounted for. Any deficiency is reported to the State Duty Officer immediately. • The SurfCom Operator actively participates in relevant training sessions and programs. • Specific tasks are actioned in a timely manner and completed as required.

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 Opportunity, Harassment and Bullying 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.

	<ul style="list-style-type: none"> • Understands and supports policies and procedures of the organisation as defined in the SLSNSW Employee Handbook. • Continually contributes to and supports volunteers & staff, including Directors, Branches, Clubs & Members. • Maintains Confidentiality.
Leadership/Teamwork	<ul style="list-style-type: none"> • Supports the decisions of SLSNSW. • 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 Supervisor 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

Internal: The SurfCom Operator will work with Lifeguards, Lifeguard Supervisors, SLS Services, UAV pilots, The Public Safety Manager and the State Duty Officer. SurfCom Operators will be expected to participate in meetings and communicate to all parties in both a written and verbal manner.

External: Relationships with SLS Clubs and regulatory bodies (Police, Ambulance etc.) are of critical importance.

APPROVAL

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

Public Safety Manager _____ Date _____

Operations Manager _____ Date _____

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

Employee Name _____

Employee Signature _____ Date _____