



SOUTH AUSTRALIA STATE EMERGENCY SERVICE

Role Description

JOB TITLE: Community Engagement Officer (Talent Pool) ROLE NO: TBA CLASS: ASO3 VERSION DATE: November 2025	ORGANISATION: South Australia State Emergency Service (SA SES) SECTION: Community Resilience TEAM: Community Engagement
This Role Reports to: <ul style="list-style-type: none"> • Senior Project Officer – Community Engagement 	Reporting to this Role: <ul style="list-style-type: none"> • Nil
Primary Purpose of Role <ul style="list-style-type: none"> • Assist with the coordination of Community Engagement Events. • Monitor and managed the ordering of collateral and promotional items for the Units. • Managed the movements of Paddy’s mascot costume and training of volunteers. • Organise as required the Work with Children check together with VSB. • Contribute to the positive image of the SA SES by assisting the team as required in meetings. • Input reports in event calendar once the units have shared their attendance forms. • Contribute to Community resilience working parties as directed. 	
Outcomes <ul style="list-style-type: none"> • Assistance is provided and adapted to meet the specific requirements. • Coordinated approach to the development and building of partnerships with key stakeholders. • Appropriate support is given in the preparation of Community Engagement Event and Community of Practice. • Increased community knowledge and awareness of the concept of shared responsibility in disasters. • Contribute to the organization and delivery of Public Forum and Council work. 	

OFFICIAL

<p>Resource Management</p> <ul style="list-style-type: none"> • Nil 	<p>Essential Attributes (Knowledge/Skills/Experience Requirements)</p> <ul style="list-style-type: none"> • Ability to determine priorities; establish work flows and meet deadlines • Competent in the use of Microsoft suite of programs Knowledge and experience of community engagement principles and practices • Attention to detail and accuracy • Sound interpersonal skills including the ability to contribute to a positive team environment, resolve conflicts and negotiate outcomes • Demonstrated ability to effectively manage projects to meet operational needs • Demonstrated ability to work autonomously as part of a larger team, setting own workloads to deliver program outcomes.
<p>Desirable Attributes</p> <ul style="list-style-type: none"> • Experience in working with community organisations and local government. • Experience in the emergency service sector. • Knowledge of administrative systems and procedures within an emergency service environment. • Knowledge of and ability to work with volunteers. • Experience in project work. 	<p>Essential Qualifications</p> <ul style="list-style-type: none"> • Nil
<p>Key Relationships/Interactions</p> <ul style="list-style-type: none"> • Manager, Volunteer Capacity • Senior Projector Officer – Community Engagement • Emergency services sector stakeholders • SA SES Executive, staff & volunteers 	<p>Key Challenges</p> <ul style="list-style-type: none"> • Maintaining collaborative working relationships • Balances priorities within tight timeframes • Establishing a culture of continuous improvement and safety • Providing specialist advice in a multi-hazard environment.

Employment Conditions

- Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, the *Public Sector Act (2009)*, the *South Australian Public Sector Enterprise Agreement: Salaried 2021*, the *S.A. Public Sector Salaried Employees Interim Award* and any other applicable legislation.
- The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.
- The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

WHS & EEO

- The incumbent is responsible and accountable for working in an equitable manner and taking reasonable care to protect his/her own health, safety and welfare and avoiding adversely affecting the health and safety of others at work by complying with WHS and EEO policies, practices and legislation.
- Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of Building Safety Excellence in the Public Sector and the legislative requirements of the *Work Health and Safety Act 2012*, and utilising AS/NZS ISO 31000 Risk management, or to an equivalent set of standards.

Customer Service

- The incumbent will provide the highest standards of customer service to clients at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.

Special Conditions

- Out-of-hours work will be required.
- Some intrastate and interstate travel necessitating overnight stays will be required.
- There is a requirement for the incumbent in this role to be rostered to work on Saturday, Sundays and Public Holidays in accordance with SA SES organisational requirements. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remuneration will be in accordance with the provisions contained within the South Australian Public Sector Enterprise Agreement: Salaried 2021 and the S.A. Public Sector Salaried Employees Interim Award.
- As part of employment within the SA SES the incumbent will be required to perform operational duties during emergency situations. When undertaking operational duties the incumbent may be rostered to work on Saturday, Sundays and Public Holidays. Work performed on any such day will constitute part of the incumbent's ordinary hours of duty and remunerated in accordance with the provisions contained within the South Australian Public Sector Enterprise Agreement: Salaried 2021 and the S.A. Public Sector Salaried Employees Interim Award.
- Some inter/intrastate travel, necessitating overnight stays and frequent out of hours work may be required.
- A current driver's license and a willingness to drive.
- Must be prepared to relocate to meet corporate requirements.
- Must be prepared to assist with emergency management response activities as required.
- May be required to wear the SA SES Agency uniform.
- Must undertake a criminal history check.

Signature: **Date:**/...../.....
Delegate

ADDENDUM:

The South Australia State Emergency Service (SA SES) is a volunteer organisation and is part of a national network that exists in every State and Territory of Australia. The SA SES primary objective is the provision of a nucleus of personnel trained in the skills that enable them to respond to emergency situations and to support other statutory services in times of emergencies or disasters. The SA SES constitutes an integral part of the State Emergency Management organisation and is one of fourteen Functional Services identified in the State Emergency Management Plan.

The functions of the SA State Emergency Service are to:

- a) assist the Commissioner of Police in dealing with any emergency;
- b) assist the State Coordinator, in accordance with the State Emergency Management Plan, in carrying out prevention, preparedness, response or recovery operations under the *Emergency Management Act 2004*;
- c) assist SAMFS and SACFS in dealing with any emergency;
- d) deal with any emergency
- e) where the emergency is caused by flood or storm damage; or
- f) where there is no other body or person with lawful authority to assume control of operations for dealing with the emergency;
- g) deal with any emergency until such time as any other body or person that has lawful authority to assume control of operations for dealing with the emergency has assumed control;
- h) respond to emergency calls and, where appropriate, provide assistance in any situation of need whether or not the situation constitutes an emergency;
- i) to undertake rescues;
- j) to perform any other function assigned to SA SES by or under the *Fire and Emergency Services Act 2005* or any other Act.