



SOUTH AUSTRALIA STATE EMERGENCY SERVICE

Role Description

JOB TITLE: Volunteer Recruitment Officer (Talent Pool) CLASS: ASO4 ROLE NO: M52086 VERSION DATE: 13 th May 2025	ORGANISATION: South Australia State Emergency Service (SA SES) SECTION: Volunteer Capacity TEAM: Volunteer Capacity
This Role Reports to: <ul style="list-style-type: none"> • Senior Volunteer Recruitment, Onboarding and Partnerships Officer 	Reporting to this Role: <ul style="list-style-type: none"> • Nil
Primary Purpose of Role <p>The position of Volunteer Recruitment Officer within the SA SES is responsible for contributing towards the implementation of recruitment strategies including providing training and promotional services to increase the recruitment and retention of volunteers for the SA SES.</p> <p>This will be achieved by:</p> <ul style="list-style-type: none"> • Contributing to the development and implementation of volunteer recruitment and retention strategies for the SA SES. • Providing program, project and strategic advice to stakeholders on emergency management volunteering issues. • Assisting in the planning of communications and stakeholder engagement strategies to enhance the management and implementation of new initiatives. • Working with volunteer units to undertake recruitment activities. • Maintaining effective communication channels between the State Headquarters and branches of the SA SES relating to volunteers • Fostering continuous improvement in the recruitment and retention of volunteers within the SA SES. • Contributing to the continuation of effective volunteer service delivery through the research, design and implementation of recruitment and retention strategies. • Maintaining an effective working relationship with SAFECOM. 	

Outcomes

- Implement the SA SES volunteer Recruitment and Retention Strategy (and associated plans).
- Implement key projects as outlined in the strategy with a focus on increasing the recruitment and retention of SA SES volunteers.
- Identify shortfalls in specific unit capabilities and develop strategies to target recruitment for those specific roles and capabilities.
- As a member of the Volunteer Recruitment and Retention team, substantially increase the number of volunteers within SA SES.
- Continuously evaluate the success of the recruitment and retention strategy, and work with stakeholders to assist with the development of an ongoing and robust business continuity plan for future volunteer recruitment and retention for the SA SES.

Resource Management

- Manage contracts for specialist services where required.

Essential Attributes (Knowledge/Skills/Experience Requirements)

- Ability to work under limited direction and prioritise tasks to achieve objectives
- The ability to communicate effectively with a wide range of socio-economic and culturally diverse communities
- Ability to effectively engage with stakeholders and manage relationships
- Excellent written and verbal communication skills including public speaking
- Experience in the development and implementation of policy
- Experience in strategic planning processes, including the development of key performance indicators
- Experience in the development and implementation of communication strategies
- Problem solving and planning skills to achieve specific objectives within timeframe and budgets
- Experience in delivering presentations and facilitating workshops with a diverse range of participants
- Commitment to the principles and practices of voluntarism and empathy for volunteering issues
- 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 the Premier's Safety Commitment 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.

<p>Desirable Attributes</p> <ul style="list-style-type: none"> • Knowledge of the National Standards for Volunteers Involvement • Understanding the role of SA SES • Experience in event coordination 	
<p>Desirable Qualifications</p> <ul style="list-style-type: none"> • Certificate IV in Training and Assessment or equivalent. • Qualifications in any of the nominated attributes. E.g. volunteer management. 	<p>Essential Qualifications</p> <ul style="list-style-type: none"> • Current Driver's license
<p>Key Relationships/Interactions</p> <ul style="list-style-type: none"> • Staff of SA SES • Volunteers of the SA SES • SA SES Unit Managers and District Officers • SA SES Volunteer Association • SA SES Community Engagement Unit • Local Communities • SAFECOM Volunteer Services Branch 	<p>Key Challenges</p> <ul style="list-style-type: none"> • Complexities of the interface between paid and volunteer workers involved in the service outcomes of the agency • Complexity of volunteering and changing demographic and social trends in volunteering • Facilitating the recruitment of volunteers, particularly in areas of declining or non-participating population • Promoting the retention of volunteers, and engaging employers to support the work of SA SES

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

- 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 licence 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.