



**SA COUNTRY FIRE SERVICE**  
**Role Description**

<b>JOB TITLE: Community Engagement Officer</b> <b>CLASS: ASO4</b> <b>RANK: To be assessed</b> <b>ROLE NO.:</b> <b>DATE:</b>	<b>ORGANISATION: South Australian Country Fire Service (CFS)</b> <b>SECTION: Information Operations</b> <b>TEAM: Community Engagement Unit</b>
<b>This Role Reports to:</b> <ul style="list-style-type: none"><li>Regional Prevention Officer</li></ul>	<b>Reporting to this Role:</b> <ul style="list-style-type: none"><li>Nil</li></ul>
<b>Primary Purpose of Role</b> <ul style="list-style-type: none"><li>Deliver community engagement programs to support community capacity and resilience in relation to bushfire safety</li><li>Promote community engagement events and/or bushfire messages through appropriate media channels</li><li>Represent the CFS at community events and provide resources and advice regarding bushfire prevention and risk management plans.</li><li>Contribute to the evaluation of community preparedness programs</li><li>Participate in cross-agency committees and working groups</li><li>Assist in the development of community engagement strategies and resources to ensure programs address identified bushfire risks</li></ul>	
<b>Outcomes</b> <ul style="list-style-type: none"><li>Community Engagement programs are planned and contextualised to address identified risks</li><li>Communities are Informed and empowered</li><li>Community engagement programs are customised to meet the needs of communities and target groups</li><li>Appropriate engagement materials are utilised</li><li>Accurate database and record keeping processes</li></ul>	

<p><b>Resource Management</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>	<p><b>Essential Attributes (Knowledge/Skills/Experience Requirements)</b></p> <ul style="list-style-type: none"> <li>• Possess excellent written and verbal communication skills including public speaking</li> <li>• Knowledge and experience in adult education principles and practices</li> <li>• Ability to quickly understand and assimilate information on fire behaviour, fire prevention and other fire related issues</li> <li>• Proven ability to initiate work and work with limited direction</li> <li>• Demonstrated excellence in time management skills</li> <li>• Understanding of risk management theory and practice</li> <li>• Demonstrated ability to operate autonomously and as part of a team</li> <li>• Proven ability to work with small groups providing facilitation skills</li> <li>• Possess computing skills in word processing and spread sheets</li> <li>• Ability to maintain records to satisfy annual reporting requirements</li> <li>• Demonstrated experience delivering community based programs</li> <li>• Sound knowledge of Work Health and Safety, Injury Management, and Risk Management principles and practice.</li> </ul>
<p><b>Desirable Attributes</b></p> <ul style="list-style-type: none"> <li>• Knowledge of community engagement principles and practices</li> <li>• Experience in designing, delivering and evaluating training programs</li> <li>• Experience in providing bushfire prevention and safety advice</li> <li>• Knowledge of environmental and land management issues</li> <li>• Foundations in Public Participation (IAP2)</li> <li>• Undergraduate qualification in Community Education, Community Development or Land Management</li> <li>• Training and Assessment Certificate IV</li> </ul>	<p><b>Essential Qualifications</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
<p><b>Key Relationships/Interactions</b></p> <ul style="list-style-type: none"> <li>• CFS Regional Prevention Officers</li> <li>• CFS Brigades</li> <li>• Media and Communications Officers</li> <li>• Community Groups</li> <li>• Other Community Engagement Officers</li> <li>• Local Government Councils</li> <li>• Land management agencies</li> </ul>	<p><b>Key Challenges</b></p> <ul style="list-style-type: none"> <li>• Coordinating community groups</li> <li>• Working flexibly to meet the needs of the community</li> <li>• Mastering community engagement programs including but not limited to Community Fire Safe, Bushfire Blitz and Firey Women</li> </ul>

**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 CFS 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 CFS 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.
- The position may have a large evening and weekend work component
- Frequent out of hours work will be required
- Will be required to work from a relevant Regional CFS office
- Must be prepared to maintain Apply First Aid competencies as required of drivers of CFS Fleet vehicles
- Intra and some interstate travel necessitating overnight stays may be required
- Must be prepared to relocate within the service to meet corporate requirements
- Will be required to perform operational duties in emergency situations and participate in the State Duty Roster
- Will be required to perform CFS Hotline duties as needed
- There is a requirement to perform operational duties in emergency situations and a willingness to fly in a rotary or fixed wing aircraft for transport or operational duties
- Commitment to personal development
- Current driver's licence essential
- Must undertake a criminal history check

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

## ADDENDUM:

The SA Country Fire Service is a community based fire and emergency service dedicated to protecting life, property and environmental assets in rural and semi-urban South Australia. CFS is a statutory authority reporting to the Minister for Emergency Services. The CFS consists of approximately 14,000 volunteers and 138 career staff.

Through the application of the Australian Inter-Agency Incident Management System (AIIMS), CFS personnel may become involved in coordinating, commanding and/or controlling the resources of the CFS (and other agencies) in the management and normalisation of emergency situations. The CFS has an Operational Rank Structure, which is based on the attainment and demonstration of operational competencies. CFS staff may be assigned to a specific rank in accordance with the CFS Operational Competency System.

While staff are assigned to specific Regions to undertake roles (and therefore report to their Line Manager – Regional Commander), these Roles are also accountable to the appropriate Director for the outcomes listed in the Functional Plan.

**Line Manager** – Responsible for the tactical (*day-to-day*) leadership and management of the staff member, this includes

- Performance Development & Management
- Rostering, Time Sheets, Leave Entitlements
- Regional Workload Priority Setting
- Recruitment, Retention & Replacement
- Operational Utilisation & Development

**Director** – Responsible for the strategic (*broad guidance*) leadership and management of the staff member, this includes

- Setting State Level Standards – Delivered at a Regional Level
- Inter-Regional & State Level Coordination
- Liaison with other Functional Areas to meet Corporate Objectives
- State Workload Priority Setting

The Director is responsible for the outcomes within the Functional area, delivered at a Regional level. This is achieved via the development of Functional Plans in close consultation with the incumbent and their Line Manager.