



JOB TITLE: Manager, Volunteer Recruitment and Retention CLASS: AS07 ROLE NO: TBA DATE: May 2026	ORGANISATION: South Australian Country Fire Service (SACFS) SECTION: TBA RANK: tba
This Role Reports to: Executive Director Frontline Operations	Reporting to this Role: TBA
Primary Purpose of Role: <ul style="list-style-type: none"> • Provide strategic leadership and expert advice to drive volunteer recruitment, onboarding and retention initiatives and programs across the CFS, ensuring alignment with organisational priorities, contemporary best practice and evidence-based volunteer management principles. • Lead the design, development and implementation of agency-wide strategies and programs to grow and strengthen volunteer capability, capacity, sustainability and workforce diversity across operational, youth, cadet and support volunteering streams. • Identify service-wide capability gaps, analyse complex workforce challenges and develop strategies and innovative solutions to resolve shortfalls. • Influence and support executive and senior leaders through the provision of high-level policy, program and strategic advice that informs decision-making and contributes to long-term organisational performance and reform outcomes. • Establish and sustain collaborative partnerships with internal leaders, volunteers, SAFECOM, other emergency services agencies and external partners to coordinate and integrate recruitment and retention initiatives. • Provide functional leadership and mentoring to Regional Volunteer Officers and key contributors, building organisational capability through mentoring, collaboration and the consistent application of best practice volunteer management approaches. • Lead the monitoring, evaluation and continuous improvement of recruitment and onboarding programs using qualitative and quantitative evidence to ensure effectiveness, accountability and alignment with organisational objectives. • Undertake an emergency support or incident management role, via a defined 'operational' on-call roster, with the potential to be re-called under emergency situations, to enable the provision of emergency service activities by CFS to the community. Whilst undertaking such operational roles, personnel will be required to work in emergency situations, which may include day, afternoon, night, or extended shifts. 	

Outcomes:

- Development and implementation of an integrated and evidence-based process for recruiting and onboarding volunteers, ensuring consistency and reflective of best practice across the organisation.
- Strategic alliances and collaborative partnerships with internal teams and external organisations to actively support and advance volunteer recruitment goals.
- Design and implementation of targeted strategies to engage and retain volunteers from youth, corporate, and digital sectors, with tailored approaches for each group.
- Guidance and oversight of recruitment and retention initiatives strategically positioned to build volunteer capacity within the organisation.
- Identification of gaps in service wide volunteering capabilities, addressed by introducing innovative recruitment solutions that effectively resolve shortfalls.
- Increase in SACFS volunteer numbers while also improving the diversity of the volunteer workforce through identification of appropriate support volunteering functions and developing inclusive recruitment and retention practices.
- Success of recruitment and onboarding initiatives and programs is continuously monitored, reviewed and reported on using both quantitative data and metrics and qualitative feedback.
- Expert advice on policy and program matters to both executive and operational management, supporting informed decision-making.
- Proactive leadership, mentoring, and ongoing support to Regional Volunteer Officers, fostering a collaborative, high-performing, and inclusive team environment evidenced through successful recruitment outcomes.

<p>Resource Management:</p> <ul style="list-style-type: none"> • Manage specialist service contracts, ensuring value for money and service quality. • Oversee allocated budgets and resources related to recruitment and onboarding initiatives. 	<p>Essential Attributes (Knowledge/Skills/Experience Requirements)</p> <ul style="list-style-type: none"> • Demonstrated experience in policy, project, and program development and implementation across multiple programs. • Strong strategic planning capabilities, including the development and achievement of key performance indicators (KPIs) and project milestones. • Excellent written and verbal communication skills including public speaking and delivering presentations or facilitating workshops. • Superior relationship management and collaboration skills with demonstrated ability to effectively engage with diverse communities and stakeholders. • Proven leadership, negotiation, and conflict resolution skills, including experience leading in geographically dispersed teams. • Experience in the development of media and communication strategies. • Knowledge of project management methodologies and processes. • Commitment to the principles of volunteerism and volunteer workforce development.
<p>Desirable Attributes:</p> <ul style="list-style-type: none"> • Knowledge of National Standards for Volunteer Involvement. • Understanding of the SACFS and broader emergency services sector. • Experience in public relations, marketing, or event coordination. • Human resource management experience, including recruitment, onboarding, and retention. • Relevant formal qualifications (e.g., Cert IV Training & Assessment, HR, Project Management). 	<p>Essential Qualifications:</p> <p>Nil</p>

Key Relationship / Interactions:

- Liaise with executive staff, volunteer capacity teams, Regional Volunteer Officers, volunteers, and key internal stakeholders.
- Develop and maintain external partnerships with community groups, government agencies, and the private sector.
- Work collaboratively with SAFECOM and other emergency services partners.

Key Challenges:

- 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 and onboarding of volunteers, particularly in areas of declining or non-participating population.
- Promoting the retention of volunteers, and engaging employers to support the work of SACFS.

Employment Conditions:

Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, the *Public Sector Act (2009)*, the *South Australian Modern Public Sector Enterprise Agreement (Salaried) 2017*, 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, SACFS Code of Conduct and Respectful Behaviours policies.

The incumbent must be prepared to be assigned to another Role at this remuneration level or equivalent.

Performance Development

The incumbent will be required to participate in the Agency's *Performance Review and Development Program* which will include a regular review of the incumbents' performance against responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SACFS Values and Strategic directions.

Handling of Official Information

By virtue of their duties, SACFS employees frequently access, otherwise deal with, and/or are aware of information that needs to be treated as confidential. SACFS employees will not misuse information gained in their official capacity. SACFS employees will maintain the integrity and security of official or confidential information for which they are responsible.

Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy or lawful and reasonable direction.

WHS and 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.

General Requirements:

Managers and Staff are required to work in accordance with the *Code of Ethics for South Australian Public Sector*, *SACFS Code of Conduct*, *Directives*, *Determinations* and *Guidelines*, and *legislative requirements*.

Special Conditions

- As part of employment within the SACFS the incumbent may 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 Modern Public Sector Enterprise Agreement: Salaried 2017, the S.A. Public Sector Salaried Employees Interim Award and the SACFS Staff Terms and Conditions Clause 3 Arrangement
- The incumbent may be approved to work 'Voluntary Flexible Working Arrangements'
- Frequent out-of-hour work may be required.
- Intrastate travel necessitating overnight stays may be required
- A current driver's license and willingness to drive is essential.

SA COUNTRY FIRE SERVICE:

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. SACFS is a statutory authority reporting to the Minister for Emergency Services. SACFS consists of approximately 13,000 volunteers and 190 Career Staff.

SACFS Values:

Our shared values confirm our common mission by promoting an agency climate where SA Community needs are put first and where the teamwork and professionalism of our workforce help us to attract and retain the best staff. SACFS strives to be the 'Employer of Choice', which reflects the diversity of our community through the recruitment and retention of a diverse range of

people. These values guide our decisions and actions.

- Mutual Respect
- Adaptability and Resourcefulness
- One Team, Many Players, One Purpose
- Integrity and Trust
- Support, Friendship and Camaraderie
- Community and Our Environment
- Knowledge and Learning
- Safety
- Teamwork

Code of Ethics:

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public sector employees.

- Democratic Values - helping the government, under the law to serve the people of South Australia
- Service, Respect and Courtesy - Serving and people of South Australia
- Honesty and Integrity - Acting at all times in such a way as to uphold public trust
- Accountability - Holding ourselves accountable for everything we do
- Professional Conduct Standards - Exhibiting the highest standards of professional conduct.
- The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Diversity and Inclusion:

SACFS is committed to creating and maintaining a fair, inclusive and diverse working environment that values and utilises the contributions of all. SACFS acknowledges and supports inclusion to the extent to which the diverse mix of people are valued, respected, connected, progressive and contributing to success.

Role Description Approvals:

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name: Brett Loughlin AFSM

Role Title: Chief Officer

Signature: 

Date: 25 May 2026

Incumbent Role Acceptance:

I have read and understand the responsibilities and Agency Context

Name:

Signature:

Date: