



Position Information Description

Title of Role: PFAS Communication and Stakeholder Engagement Officer

Department: Metropolitan Fire Service and Country Fire Service

Remuneration Level: ASO5

Section:

Type of Appointment: Term (up to 2 years)

Position Information Description Approval

25 / 05 / 2026

Delegate

South Australian Metropolitan Fire Service (MFS)

The South Australian Metropolitan Fire Service (MFS) is responsible for protecting the South Australian community from the effects of fire, road crashes, chemical incidents and other emergencies. We are a team of approximately 1,300 operational personnel and corporate professionals serving the Community across 20 metropolitan and 17 regional fire stations.

Our Values



Our Purpose and Mission

We are trusted to protect, empower, and enrich our community.

Our mission is to build a world-class fire and rescue service. We strive to be:

- Responsive
- Collaborative
- Modern
- Agile
- Innovative
- Accountable.



Government
of South Australia



South Australian Country Fire Service (SACFS)

The SA Country Fire Service (CFS) 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. The SACFS consists of approximately 13,500 volunteers and 180 Career Staff. CFS provides operational support capabilities and personnel to local, interstate and international incidents.

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

Primary purpose of the role

The Communication and Stakeholder Engagement Officer is responsible for supporting communications and engagement outcomes for the PFAS Joint-Agency Project across the MFS and CFS. The role ensures well planned and implemented communications and engagement services achieve objectives, and stakeholders are appropriately engaged in matters that interest or affect them.

The position works closely with the MFS Media and Corporate Communications Unit, and CFS Communications Team to ensure consistency of messaging and branding across agencies.

Reporting/Working Relationships:

Reporting Relationship: PFAS Program Manager

Key Relationships/Interactions:

- Leadership within the MFS
- Leadership within the CFS
- Staff in MFS and CFS
- External stakeholders

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- Contractors and consultants
 - Union and volunteer associations

Special conditions

- Must adhere to all directions given by the Chief Officer.
- Out of hours work will be required throughout the year, depending on operational requirements (time off in lieu provisions apply).
- Intrastate and some interstate travel may be required which may necessitate overnight stays
- May be required to serve at any South Australian Emergency Services worksite.
- Must hold a current South Australian driver's licence.
- Will be employed under the conditions governed by the *Fire and Emergency Services Act 2005* and be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.

Statement of key outcomes and associated activities

- Raise the community's engagement and awareness of PFAS through effective communication.
- Increase public engagement through the development, implementation and review of communication materials.
- Effectively and consistently leverage opportunities, assets and resources through engagement and communication activities to align the PFAS Joint-Agency Project and wider division, departmental and government.
- Co-ordinate and create communication materials and plans to support the objectives of the PFAS Joint-Agency Project.
- Update and deliver information sessions to fire stations and brigade members relating to upcoming and current PFAS investigations.
- Create quality, appealing visual graphics that enhance and assist with the communication of PFAS key messaging for printed documents, promotional materials and digital platforms, including MFS/CFS intranets, internets and social media channels.
- Assess risks associated with communication activities and public engagement as they relate to PFAS investigations.
- Content is consistent in messaging and aligns with the PFAS Joint-Agency Project tone, style and brand guidelines.
- Support the development of online tools and surveys to assist the PFAS Joint-Agency Project to successfully engage with members of the public, firefighters and volunteers.
- Ensure all activities within the incumbent's designated area of responsibility are performed in accordance with policies and procedures relating to intellectual property and confidentiality.
- Observe and cooperate with WHS&IM policy and procedural requirements, and actively participate in consultative and communication processes; contribute to risk management by identifying and informing the supervisor of any hazards in the work area; identify any required WHS training and actively participate in any



WHS training provided by the employer; and contribute to feedback on WHS performance to the line manager.

Technical Expertise

Qualifications, Skills, Knowledge and Experience relevant to the role.

Educational qualifications (Essential)	- Nil.
Educational qualifications (Desirable)	- Relevant tertiary qualifications in corporate communications, public relations, media relations, journalism or related fields.
Technical expertise (Essential)	- Ability to develop communication and engagement content for different audiences and channels to meet user needs and achieve business outcomes. - Proven experience in working as part of a multi-disciplinary project team to develop, deliver and evaluate engagement projects. - Demonstrated ability to analyse and develop innovative and practical solutions for communication materials. - Proven experience in supporting the management of projects in public affairs or communications field. - Ability to plan and manage programs, work schedules and projects and to effectively use work related resources and information in accordance with Government and departmental policies, procedures and guidelines. - Well-developed writing, editing and graphic skills with experience in preparing media releases, briefs, articles, and web content. - Proven ability to exercise discretion and judgment in handling sensitive issues and engage with internal and external stakeholders with tact in relation to these. - Demonstrated ability to prioritise and respond effectively to multiple tasks and requests at short notice.
Technical expertise (Desirable)	- Knowledge of current theory and best practice in public affairs, communications and public relations, and issues related to communications preferably in an emergency services-based environment. - Knowledge of Work Health and Safety principles,



	relevant to Public Sector Standards. - Experience in Technology/ICT or similar environments. - Knowledge of relevant government policies and their application to Emergency Services Sector. - Knowledge of government protocols and communication policies.
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