Government of South Australia
South Australian Fire and Emergency Services Commission

JOB TITLE: Recruitment and Development Officer (Volunteers) **CLASS: ASO5** **ROLE NO:** **DATE: September 2026**	**ORGANISATION: SA Fire and Emergency Services Commission (SAFECOM)** **TEAM: Volunteer Services**
This Role Reports to: • Manager, Volunteer Services	**Reporting to this Role:** • Nil

Primary Purpose

The Recruitment and Development Officer is responsible for providing services to Country Fire Service (CFS) and State Emergency Service (SES) staff and volunteers in the following areas:

- volunteer recruitment and retention
- volunteer recognition and promotion
- development and delivery of non-operational training courses
- provision of support and advice on volunteer management issues such as complaints, grievances, equity and diversity.
- provision of support and advice on complaints/grievances/disputes received relating to volunteers

Outcomes

- Recruitment and retention strategies are developed based on volunteer need and local area requirements.
- Assistance with implementation of recruitment and retention strategies is provided to volunteers.
- Non-operational training is delivered to staff and volunteers utilising the Volunteer Services non-operational training modules.
- Non-operational training modules are evaluated and reviewed, in order to adapt to changes occurring in the work environment, and in line with changes policy and procedure.
- Relationships are developed with key stakeholders of the emergency services including employers of volunteers.
- Support and assistance is provided to volunteers and staff.

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<td>Resource Management

• Nil</td>
<td rowspan="2">Essential Attributes (Knowledge/Skills/Experience Requirements)

• Ability to work cooperatively and communicate with a diverse range of people
• Problem solving and planning skills
• An excellent level of both written and oral communication skills
• Commitment to the principles and practices of voluntarism and empathy for volunteers
• Ability to work effectively in a team
• Experience in the provision of advice and support to volunteers
• Experience in the development of training programs and training delivery
• Ability to work under limited direction to prioritise tasks and achieve objectives within deadlines
• Ability to maintain confidentiality and deal with sensitive information.
• 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</td>
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<td>Desirable Attributes

• Relevant qualification in either volunteer management or training, i.e. Certificate 4 in Training and Assessment
• Sound knowledge of the principles of volunteer management (eg. recruitment, retention, diversity and volunteer advocacy)
• Knowledge of the fire and emergency services</td>
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<td>Essential Qualifications

• Nil</td>
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<td>Key Relationships/Interactions

• Volunteers of the CFS and SES
• Staff of the CFS, SES, Metropolitan Fire Service (MFS) and SAFECOM
• Volunteer Associations of the CFS and SES
• Employers of volunteers</td>
<td>Key Challenges

• Facilitating the recruitment of volunteers, where populations are declining and communities have less time to devote to volunteering.
• Promoting retention of volunteers and engaging employers to support the work of the CFS and SES.
• Providing advice and support on complex volunteer management issues, including those of a sensitive and confidential nature.</td>
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Employment Conditions

- Employment conditions will be governed by the *Fire and Emergency Services Act 2005 (SA)*, and the *SA Public Sector Wages Parity Enterprise Agreement: Salaried 2014.*
- 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.

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

- Intrastate travel, necessitating overnight stays and frequent out of hours work will be required.
- A current driver's licence and a willingness to drive are essential.
- Must be prepared to relocate to meet corporate requirements.
- Must be prepared to undertake a national criminal history check and a working with children check.

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

JOB TITLE: Volunteer Development Officer, Volunteer Services Branch

The South Australian Fire and Emergency Services Commission provides support services to the Emergency Service Organisations ("ESOs") to ensure that the Government's community safety outcomes for emergency prevention and management are met.

OUR VISION, MISSION, VALUES & APPROACH

Our Vision – A Safer Community

We work for a safer community by providing a cohesive strategic direction to the emergency services sector for service delivery, governance and accountability, to assure Government and the community that services are appropriate and provide value for money.

Our Mission – We ensure emergency services are coordinated to meet the needs and expectations of the community

We support the delivery of appropriate, effective and efficient emergency services to the South Australian community by leading strategic collaboration and partnering across the emergency sector, while ensuring accountability to Government.