

## Volunteer Support Officer (VSO)

The following table illustrates the level of competence required in relation to each core accountability area, for progression through the five steps of the Volunteer Support Officer remuneration scale. The remuneration scale provides for annual progression, based on development up to a fully competent level across all aspects of the Volunteer Support Officer position. The table depicts the level of competence required against each core accountability area for each of the progression steps, where one ♦ requires an individual to be able to perform some aspects of that accountability area independently, without supervision, support or guidance, two ♦ requires an individual to be able to perform most aspects of that accountability area independently, without supervision, support or guidance, and three ♦ requires an individual to be able to perform all aspects of that accountability area independently, without supervision, support or guidance.

This table should be read in conjunction with the Key Accountabilities section of this position description (repeated below), which further defines which aspects of each accountability area are required to be performed independently, without supervision, support or guidance at each progression step. In the Key Accountabilities section, the coloured shading indicates at which point in a new VSO's development they should be able to perform that accountability to a fully competent level, without supervision, support or guidance, where light green illustrates that the VSO should be developing in this area, and dark green illustrates that the VSO should be fully competent across all aspects of this area.

The VSO scale includes a minimum appointment level. However, regardless of entry level (which may vary according to demonstrated skills and experience) an appointee cannot progress further unless and until they met the expectations for the step they are on, and previous steps.

The progression criteria must be read in conjunction with the AFAC competencies attached to the job description.

Key Accountability Area	Minimum Appointment Level	Step One	Step Two	Step Three	Step Four	Step Five
<b>Relationship Management:</b> Develops trusted and professional working relationships with the volunteer brigades, Area, Region staff, Training, Career staff, other internal and external stakeholders and communities	♦	♦♦	♦♦	♦♦	♦♦♦	♦♦♦
<ul style="list-style-type: none"> <li>Being the conduit by coordinating the relationships between the volunteer brigades and Area, Region, Region Support Centre staff, Training, Career staff and other stakeholders. Liaise with fleet, property and Health and Safety coordinators.</li> <li>Drive a high "service ethos"; responding efficiently to customer needs, and ensuring this approach is delivered to volunteer brigades throughout the Area to a high quality of service delivery that maintains national consistency.</li> </ul>						

<ul style="list-style-type: none"> <li>• Support and participate in the roll out new area, region and national initiatives to volunteer brigades, helping to obtain brigade buy in and support.</li> <li>• Develop relationship with FRMO to support targeted fire risk management activities.</li> </ul>						
<p><b>Volunteer Brigade Operational Readiness and Monitoring Compliance</b></p> <p>Advising and supporting brigades with area management to ensure they maintain a state of operational readiness at all times and assisting where necessary to ensure operational readiness and Occupational Safety Health (OSH) requirements are met, including:</p>	◆	◆	◆◆	◆◆	◆◆◆	◆◆◆
<ul style="list-style-type: none"> <li>• Complete monthly volunteer station checks and work with the CFO and Brigade on any remedial actions.</li> <li>• Monitor operational readiness standards using tools such as the monthly checklist and station audits.</li> <li>• Coordinate equipment maintenance, repair and replacement.</li> <li>• Coordinate and influence operational skills maintenance activities.</li> <li>• Provide logistic support to maintain operational readiness.</li> </ul>						
<p><b>Supporting Fire Risk Management, Business Planning and Training</b></p> <p>Support, guide and provide up to date advice to volunteer brigades so they can meet their fire risk management, business planning and training requirements, including:</p>	◆	◆	◆◆	◆◆	◆◆◆	◆◆◆
<ul style="list-style-type: none"> <li>• Assist brigades access the appropriate advice and support when required.</li> <li>• Assist brigades and Area Management to plan and execute targeted community Fire Risk Management activities.</li> <li>• Contribute to brigade training events by coordinating resources and materials.</li> <li>• Support, coach and mentor brigade training officers to deliver training.</li> <li>• Provide advice and support on organisational reporting (e.g. SMS/ SMART/ OSM/ TAPS).</li> </ul>						

<ul style="list-style-type: none"> <li>• Support area management assist volunteer brigades to develop and execute robust business plans, that are aligned to and contribute to the Area business plan.</li> <li>• Participate in the roll-out of new initiatives, equipment and programmes, either regional or national, to volunteer brigades.</li> </ul>						
<p><b>Brigade Development</b> Advise and support volunteer brigades in recruiting, retaining and developing members, including:</p>	◆	◆	◆◆	◆◆	◆◆◆	◆◆◆
<ul style="list-style-type: none"> <li>• Advise and assist brigades access the appropriate people management advice, e.g. HR issues, succession planning.</li> <li>• Support brigades' recruitment activities and assist brigades to transition new recruits into a brigade as quickly as possible.</li> <li>• Manage brigade uniforms.</li> </ul> <p>Undertaking other duties consistent with the position as may be directed from time to time by the Area Manager.</p>						
<p><b>Health and Safety - Employee responsibilities</b></p>	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆	◆◆◆
<ul style="list-style-type: none"> <li>▪ Ensuring knowledge of the Health &amp; Safety National Policy and abiding by and actively promote its principles.</li> <li>▪ Ensuring that a safe and healthy working environment is maintained for colleagues and visitors on site, with particular emphasis on ensuring that all identified hazards are controlled, accidents and near miss incidents are managed, and employees are trained or supervised.</li> </ul>						