

DRAFT Deputy Captain



Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Metropolitan/Regional Operations – Various Areas, Zones and Stations
Location	Various
Classification/Grade/Band	Deputy Captain
Kind of Employment	Ongoing
SAP ID	Various
ANZSCO Code	441212
PCAT Code	1119192
Agency Website	www.fire.nsw.gov.au

Agency overview

Fire and Rescue NSW (FRNSW) is one of the world's largest urban fire and rescue services and is the busiest in Australia. Our overriding purpose is to enhance community safety, quality of life, and confidence by minimising the impact of hazards and emergency incidents on the people, property, environment and on the economy of NSW. Our capabilities extend far beyond fighting fires. FRNSW firefighters are among the most highly trained in the world. Our teams provide fire prevention, they respond to hazardous materials incidents, natural disasters and medical emergencies. Our teams also undertake counter terrorism and urban search and rescue operations. We are prepared for anything – helping anyone, anywhere, anytime.

Primary purpose

Support management of the station to reduce community risk and as required, manage the station to ensure operational readiness and peak performance. Implement prevention and planning activities and respond to emergency incidents. Undertake and as required, direct On-Call Firefighters in carrying out the full range of operational duties. The Deputy Captain must demonstrate obvious leadership and responsibility in all interactions and aspects of work undertaken for FRNSW.

Statement of Duties/Accountabilities

- Support leadership of the station's community prevention, risk reduction planning and engagement programs and activities **for enhanced community safety and resilience**
- Attend fire and other emergency incidents providing expert knowledge and assistance commensurate with rank
- In the absence of the Captain, lead and direct On-Call Firefighters and resources in managing emergency incidents in accordance with protocols, orders, legislation and training
- **With guidance from the Captain, plan and undertake community risk reduction and fire safety activities relevant to the station's risk profile**
- **Work with the Captain and Duty Commanders to enhance performance and development conversations; and develop and implement strategies for a committed, inclusive and values-based workplace and improved employee engagement profile**
- Assist with On-Call Firefighter attraction and recruitment activities, and **support the** management of availability
- Support, mentor and assist with managing On-Call Firefighters to optimise performance, teamwork, capability, resilience and standards
- Contribute to continual operational **improvement, assurances** and readiness of the station including:



- assisting with the arrangement and conduct of training activities **improvement, assurance and readiness** exercises to address gaps and maintain and enhance On-Call Firefighters' skills and the capability of the station
 - assisting with managing the maintenance of appliances, vehicles, protective gear and equipment
 - **Contributing to Service Plans and Continuity Plans**
- Support the station's community liaison and engagement programs and activities
 - Assist with station administration to ensure finances, acquisitions, assets, reports and returns meet standards and requirements
 - **In consultation with the Captain, Duty Commander and Manager Command Administration and Assurance, participate in and act on financial audit, reporting and compliance obligations**
 - **Contribute to the development and implementation of the Station Service Plan at Station and Platoon level; and the Continuity Plan covering the Station**

Key challenges

The Deputy Captain:

- operates in dangerous, time critical situations where lives, property and the environment may be at risk
- assists with ensuring prevention and education strategies are tailored to meet the needs of diverse local communities
- Challenges are inherent in securing community member interests in becoming a On-Call Firefighter and in assisting with the management of On-Call Firefighter availability
- The management of emergency incidents demands critical judgement and vigilance to safety
- Firefighting can be physically and psychologically demanding, especially during protracted incidents
- **The Deputy Captain must demonstrate obvious leadership and responsibility in all interactions and aspects of work undertaken for FRNSW**

Key relationships

Who	Why
Internal	
On-Call Firefighters	<ul style="list-style-type: none"> ● To issue clear concise instructions, information and directions ● To issue training ● To mentor, discuss issues, manage conflicts and seek contributions
Captain and Station Officers (where applicable)	<ul style="list-style-type: none"> ● To seek advice and instruction ● To confer and cooperate for continuity of service and issues management
Duty Commander	<ul style="list-style-type: none"> ● To ensure the Duty Commander is updated on developments in the management of prevention and education activities and operational incidents ● To confer on staffing, performance and operational readiness ● To seek and receive instruction and advice ● To contribute to the development and implementation of Operational Improvement and Assurance strategies; the Service Plan at Station and Platoon level; and the Continuity Plan covering the Station
Communications Centres	<ul style="list-style-type: none"> ● To keep continuously informed on prevention and education activities, operations and escalations

Who	Why
Other FRNSW directorates/personnel	<ul style="list-style-type: none"> To facilitate investigations To arrange additional or specialised support and advice To assist with coordinating training and development of On-Call Firefighters
External	
Other emergency services personnel and authorities including Police, SES, RFS, Ambulance, Transport etc.	<ul style="list-style-type: none"> To plan and execute management of prevention and education activities, incidents and joint exercises to reduce community risks To support prevention and education activities and emergency operations managed by other services and jurisdictions
Members of the public, representatives of industry, community groups and government	<ul style="list-style-type: none"> To provide/present safety and prevention information and advice To render assistance
Primary Employers of On-Call Firefighters	<ul style="list-style-type: none"> To manage availability and discuss advantages for employers in having a trained On-Call Firefighter on staff
Potential On-Call Recruits	<ul style="list-style-type: none"> To market FRNSW for recruitment purposes

Decision making

The Deputy Captain:

- exercises operational command as required, and provides direction and advice to On-Call Firefighters across the diverse range of prevention, education and operational activities
- identifies and relays critical information and determines when to call for additional resources; and when to escalate command
- determines day to day priorities when running of the station and identifies and responds to issues affecting operational readiness and performance

Reporting line: Captain

Direct reports: Nil (Deputises for Captain)

Budget/Expenditure: As per FRNSW Delegations Manual

Key knowledge and experience

- Broad practical and theoretical prevention, education and firefighting skills and experience

Essential requirements

- Live within a reasonable distance (as determined by FRNSW) of the station for timely response to incidents
- Must hold requisite licences and certifications

Capabilities for the role


The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.


Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.



The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

FOCUS CAPABILITIES			
Capability group/sets	Capability name	Behavioural Indicators	Level
 Personal Attributes	Act with integrity Be ethical and professional, and uphold and promote the public sector values	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Act professionally and support a culture of integrity • Identify and explain ethical issues and set an example for others to follow • Ensure that others are aware of and understand the legislation and policy framework within which they operate • Act to prevent and report misconduct and illegal and inappropriate behaviour 	Adept
	Manage Self Show drive and motivation, an ability to self-reflect and a commitment to learning	<ul style="list-style-type: none"> • Adapt existing skills to new situations • Show commitment to achieving work goals • Show awareness of own strengths and areas for growth, and develop and apply new skills • Seek feedback from colleagues and stakeholders • Stay motivated when tasks become difficult 	Intermediate

FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Relationships</p>	<p>Communicate Effectively</p> <p>Communicate clearly, actively listen to others, and respond with understanding and respect</p>	<ul style="list-style-type: none"> • Tailor communication to diverse audiences • Clearly explain complex concepts and arguments to individuals and groups • Create opportunities for others to be heard, listen attentively and encourage them to express their views • Share information across teams and units to enable informed decision making • Write fluently in plain English and in a range of styles and formats • Use contemporary communication channels to share information, engage and interact with diverse audiences 	Adept
	<p>Work Collaboratively</p> <p>Collaborate with others and value their contribution</p>	<ul style="list-style-type: none"> • Build a supportive and cooperative team environment • Share information and learning across teams • Acknowledge outcomes that were achieved by effective collaboration • Engage other teams and units to share information and jointly solve issues and problems • Support others in challenging situations • Use collaboration tools, including digital technologies, to work with others 	Intermediate






FOCUS CAPABILITIES

Capability group/sets	Capability name	Behavioural Indicators	Level
 <p>Results</p>	<p>Demonstrate Accountability</p> <p>Be proactive and responsible for own actions, and adhere to legislation, policy and guidelines</p>	<ul style="list-style-type: none"> Assess work outcomes and identify and share learnings to inform future actions Ensure that own actions and those of others are focused on achieving organisational outcomes Exercise delegations responsibly Understand and apply high standards of financial probity with public monies and other resources Identify and implement safe work practices, taking a systematic risk management approach to ensure own and others' health and safety Conduct and report on quality control audits Identify risks to successfully achieving goals, and take appropriate steps to mitigate those risks 	Adept
 <p>Business Enablers</p>	<p>Finance</p> <p>Understand and apply financial processes to achieve value for money and minimise financial risk</p>	<ul style="list-style-type: none"> Understand basic financial terminology, policies and processes, including the difference between recurrent and capital spending Consider financial implications and value for money in making recommendations and decisions Understand how financial decisions impact the overall financial position Understand and act on financial audit, reporting and compliance obligations Display an awareness of financial risk, reputational risk and exposure, and propose solutions to address these 	Intermediate
 <p>People Management</p>	<p>Manage and Develop People</p> <p>Engage and motivate staff, and develop capability and potential in others</p>	<ul style="list-style-type: none"> Collaborate to set clear performance standards and deadlines in line with established performance development frameworks Look for ways to develop team capability and recognise and develop individual potential Be constructive and build on strengths by giving timely and actionable feedback Identify and act on opportunities to provide coaching and mentoring Recognise performance issues that need to be addressed and work towards resolving issues Effectively support and manage team members who are working flexibly and in various locations Create a safe environment where team members' diverse backgrounds and cultures are considered and respected Consider feedback on own management style and reflect on potential areas to improve 	Intermediate

Complementary capabilities


Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identifying performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes however may be relevant for future career development.

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Adept
 Relationships	Commit to Customer Service	Provide customer-focused services in line with public sector and organisational objectives	Intermediate
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Adept
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Adept
 Business Enablers	Technology	Understand and use available technologies to maximise efficiencies and effectiveness	Adept
	Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	Foundational
	Project Management	Understand and apply effective planning, coordination and control methods	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
	Optimise Business Outcomes	Manage people and resources effectively to achieve public value	Intermediate
	Manage Reform and Change	Support, promote and champion change, and assist others to engage with change	Intermediate

Occupation Specific Capabilities

Occupation Specific Capabilities are applied at the substantive rank.

Occupation Specific Capabilities – FRNSW FIREFIGHTERS		
Group Name	Capability Name	Level
	Operational Expertise	Captain / Deputy Captain
	Community Safety & Resilience	Captain / Deputy Captain
	Emergency Management	Captain / Deputy Captain

Captain / Deputy Captain

Capability 1: Operational Expertise

Maintain and apply operational and technical knowledge and understanding

- Maintain knowledge and understanding to interpret, advise on and apply operational legislation, policies, protocols and guidelines; including the *Fire and Rescue NSW Act 1989*, the *State Emergency and Rescue Management Act 1989*, the NSW State Emergency Management Plan (EMPLAN); and FRNSW Standard Operational Guidelines, Commissioner's Orders and Standing Orders
- Actively participate in training and development as required by FRNSW to enhance operational expertise
- Monitor and address the technical knowledge and capability of firefighters
- Maintain and apply knowledge and skills to instruct, train and advise firefighters to enhance their technical knowledge and proficiency
- Maintain own capability in the application of the range of emergency management techniques; and the use of operational systems, tools, appliances and equipment, including personal protective gear
- Understand the principles of fire development, fire behaviour, basic chemistry, performance of fire affected buildings, and apply incident management systems
- Maintain competence in casualty assessment and care (including basic life support)

Capability 2: Community Safety and Resilience

Embed prevention and risk management for enhanced community safety and resilience as fundamental principles of duties, research, strategies, tactics policies and plans

- Maintain comprehensive understanding of the fire and other emergency risks associated with the area of responsibility
- Provide advice and information relating to actual and potential dangers to the public; and support ensuing safety measures
- Maintain community safety and resilience at the forefront of recommendations and decisions
- Maintain understanding of the varying levels of awareness and understanding of safety across diverse communities
- Applicable to the role, ensure the development and implementation of fire and other emergency risk mitigation plans, programs, strategies and tactics for enhanced safety outcomes especially for those most at risk
- As required, participate in safety inspections, information sessions, presentations and safety demonstrations, meetings and other forums to engage and educate the community on fire prevention and recommended actions in the event of a situation
- Undertake / support investigations and research

Capability 3: Emergency Management

Manage emergency incidents to control the situation and minimise the impact on lives, properties and the environment

- Maintain awareness of the emergency management environment and, applicable to the role, ensure operational **preparedness**
- Adhere to emergency management protocols; and assume initial command at incidents, including:
 - developing and implementing incident safety plans
 - assessing and directing courses of action to take control of the situation
 - developing and applying incident action plans
 - supervising and directing resources
 - monitoring incident conditions
 - maintaining situational awareness; and directing actions for the safety of firefighters, the public and other emergency services personnel at the scene
 - implementing and managing systems; and directing operational communications
 - overseeing attention to casualties
 - leading initial recovery operations
 - conducting operational debriefs; and
 - initiating investigations, as required
- Determine and arrange escalations where necessary and provide associated handover briefings
- Assume functional roles within the Incident Management Team as required

