DRAFT On-Call Firefighter

Cluster	Stronger Communities
Agency	Fire and Rescue NSW (FRNSW)
Directorate/Branch/Unit	Metropolitan/Regional Operations Various Areas/Zones/Stations
Location	Various
Classification/Grade/Band	On-Call Firefighter
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

Contribute to community risk reduction activities to prevent and minimise the impact of incidents on lives, property and the environment. Respond to emergency incidents.

Statement of Duties/Accountabilities

- Contribute to the station's community prevention, risk reduction planning and engagement programs and activities
- Attend fire and other emergency incidents providing expert knowledge and assistance commensurate with rank
- Respond to emergency incidents in accordance with protocols, orders, legislation and training
- Contribute to the Station's operational readiness; including the maintenance of appliances and equipment
- Assist with investigations into the cause of fires
- Support the Captain and the Deputy Captain in actions to achieve FRNSW's goals of protecting life, property and other initiatives under the Plus Plan.
- Undertake station duties including the completion of records, reports, correspondence and returns to facilitate the general running of the station, including the use of the Station Planning System.
- Contribute to the implementation of operational improvement and assurance plans and activities; the Service Plan at Platoon Level and the continuity plan relevant to the Station
- Support Station and team cohesion and workplace engagement and standards

Key challenges

- On-Call Firefighters:
    - contribute to ensuring prevention and education strategies are tailored to meet the needs of diverse local communities
    - operate in dangerous, time critical situations where lives, property & the environment may be at risk
- Firefighting can be physically and psychologically demanding, especially during protracted incident

Key relationships

Who	Why
Internal	
Other On-Call and Permanent Firefighters	- Exchange information - Participate as an active team member
Captain, Deputy Captain, Station Officers and other commanders	- Seek and receive instruction, training, support and guidance - Identify and report issues - Contribute to the development and implementation of Operational Improvement and Assurance strategies; the Service Plan at Platoon level; and the Continuity Plan covering the Station
External	
Other emergency services personnel	Support prevention and education activities and emergency operations managed by other services and jurisdictions
Members of the Community	- Provide/present safety and prevention information and advice - Render assistance

Decision making

- The On-Call Firefighter adheres to legislation, directions, rules, policies, protocols and standards

Reporting line: Captain
Direct reports: Nil
Budget/Expenditure: Nil

Essential requirements

1. Live within a reasonable distance (as determined by FRNSW) to the Station to enable timely response to incidents
2. Successful completion of assessments, training and development as determined by FRNSW
3. Must hold requisite licences certifications and authorities
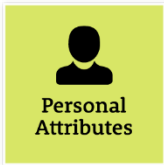
Capabilities for the role

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.

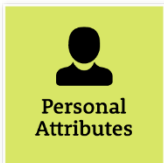| FOCUS CAPABILITIES			
Capability group/sets	**Capability name**	**Behavioural Indicators**	**Level**
Personal Attributes	**Act with integrity** Be ethical and professional, and uphold and promote the public sector values	• Represent the organisation in an honest, ethical and professional way • Support a culture of integrity and professionalism • Understand and help others to recognise their obligations to comply with legislation, policies, guidelines and codes of conduct • Recognise and report misconduct and illegal and inappropriate behaviour • Report and manage apparent conflicts of interest and encourage others to do so	Intermediate
Relationships	**Communicate Effectively** Communicate clearly, actively listen to others, and respond with understanding and respect	• Focus on key points and speak in plain English • Clearly explain and present ideas and arguments • Listen to others to gain an understanding and ask appropriate, respectful questions • Promote the use of inclusive language and assist others to adjust where necessary • Monitor own and others' non-verbal cues and adapt where necessary • Write and prepare material that is well structured and easy to follow • Communicate routine technical information clearly	Intermediate
	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Focus on providing a positive customer experience • Support a customer-focused culture in the organisation • Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers • Identify and respond quickly to customer needs	Intermediate

Capability group/sets	Capability name	Behavioural Indicators	Level
		• Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Cooperate across work areas to improve outcomes for customers	
Results	Demonstrate Accountability	• Be proactive in taking responsibility and being accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about own and others' application of these practices • Be aware of risks and act on or escalate risks, as appropriate • Use financial and other resources responsibly	Intermediate
Business Enablers	Technology	• Display familiarity and confidence when applying technology used in role • Comply with records, communication and document control policies • Comply with policies on the acceptable use of technology, including cyber security	Foundational

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	Intermediate
	Manage Self	Show drive and motivation, an ability to self-reflect and a commitment to learning	Intermediate
	Value Diversity and Inclusion	Demonstrate inclusive behaviour and show respect for diverse backgrounds, experiences and perspectives	Intermediate

FIRE + RESCUE

COMPLEMENTARY CAPABILITIES			
Capability group/sets	Capability name	Description	Level
	Work Collaboratively	Collaborate with others and value their contribution	Foundational
	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Foundational
	Deliver Results	Achieve results through the efficient use of resources and a commitment to quality outcomes	Intermediate
	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Foundational
	Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	Intermediate
	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Foundational
	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	Foundational

Occupation Specific Capabilities

Occupation Specific Capabilities are applied at the substantive rank.

Occupation Specific Capabilities – FRNSW FIREFIGHTERS		
	Capability	Level
	Operational Expertise	On-Call Firefighter
	Community Safety & Resilience	On-Call Firefighter
	Emergency Management	On-Call Firefighter

On-Call Firefighter

Capability 1: Operational Expertise

Maintain and apply operational and technical knowledge and understanding

- Understand and adhere to 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
- Develop and maintain capability in the range of emergency management techniques including fire, rescue and hazardous materials incident response
- Actively participate in training and development as required by FRNSW to enhance operational expertise

- Maintain capability in the use of operational systems, tools, appliances and equipment, including personal protective gear
- Understand the principles of fire development, fire behaviour, basic chemistry, basic building construction, and 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

- Understand fire and other emergency risks associated with the area of responsibility and participate in pre-incident planning
- Provide advice and information relating to actual and potential dangers to the public; and support ensuing safety measures
- Contribute to the development and delivery of fire and other emergency risk mitigation plans, programs, strategies and tactics that support diverse community needs; and enhance safety outcomes 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 prevention and recommended actions in the event of a situation

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, contribute to operational readiness
- Understand incident action plans and incident safety plans
- Understand the operational command environment and associated operating and communications systems
- Understand and adhere to incident management responsibilities
- Maintain situational awareness
- Conduct assessment of casualties and render assistance as appropriate
- Support recovery operations and debriefs
- Support investigations as required
- Assume functional roles within the Incident Management Team, as required – Permanent Firefighters only