



## ROLE STATEMENT

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| <b>ROLE TITLE</b>         | Unit Controller – New Unit  |
| <b>DIRECTORATE</b>        | Operations  |
| <b>DEPARTMENT</b>         | Regional Service Delivery – Eastern/Western Regions   |
| <b>REPORTS TO</b>         | Operations Manager Unit Support   |
| <b>APPOINTMENT PERIOD</b> | Up to 2 years   |
| <b>CLASSIFICATION</b>     | Volunteer Role  |
| <b>DIRECT REPORTS</b>     | 2-5   |
| <b>LOCATION</b>           | Multiple positions available: <ul style="list-style-type: none"><li>• Aintree</li><li>• Cranbourne</li><li>• Officer</li><li>• Point Cook</li></ul> |

## POSITION SUMMARY






The Unit Controller is formally appointed by the Chief Officer Operations in accordance with Section 35 of the *Victoria State Emergency Service Act 2005*. More broadly, the Unit Controller is responsible for overseeing the day-to-day management of the Unit, leading and managing members within the VICSES policy framework and ensuring that all activities are undertaken safely to ensure that the best outcomes are achieved for the community. The Unit Controller is accountable for the effective delivery of all functions delivered by the Unit.

The Unit Controller will lead the establishment of the new VICSES Unit, including recruitment and appointment of the new Unit Management Team and Unit members. A key function of the role will be to build the culture and skills of the volunteer members to align with VICSES values and to deliver a service within the community.

The Unit Controller reports to the Operations Manager Unit Support who provides guidance, support, performance feedback and coaching.

## OUR STRATEGIC CONTEXT

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| <b>Our Vision &amp; Mission</b> | <p><b><i>Safer Communities - Together.</i></b></p> <p>Partner with communities, government, other agencies, and businesses to provide timely and effective emergency management services, building community preparedness, and disaster resilience, and contributing to risk prevention.</p> |
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| <p><b>Our Values</b></p>  | <p><b>VICSES Values</b></p> <div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;"> <br/> <small>We pride ourselves on our credibility</small> </div> <div style="text-align: center;"> <br/> <small>We are part of our community</small> </div> <div style="text-align: center;"> <br/> <small>Safety drives our decisions</small> </div> <div style="text-align: center;"> <br/> <small>Focused and adaptable</small> </div> <div style="text-align: center;"> <br/> <small>Together we are VICSES</small> </div> </div>  |
| <p><b>Our Context</b></p> | <p>Victoria State Emergency Service (VICSES) is a volunteer-based emergency service. We are the control agency for flood, storm, tsunami, earthquake and landslide emergency, we take the lead in the preparation and response for those hazards. Under the coordination of Emergency Management Victoria (EMV), VICSES works within the broader emergency management sector, wherein all agencies and services work as one to ensure the safety of the Victorian community.</p> <p>As the largest road rescue network in Australia we have specialist teams that provide a 24/7 response to road accident and trauma incidents. We assist Victoria Police in search and rescue operations, and play an important role in supporting the Country Fire Authority (CFA), Fire Rescue Victoria (FRV), Parks Victoria and the Department of Energy, Environment and Climate Action (DEECA), during major bushfire and emergency incidents.</p> <p>We also work closely with key partners and municipal councils throughout Victoria to develop and improve their emergency management plans in relation to the performance and exercise of their duties and responsibilities under the Emergency Management Acts 1986 and 2013.</p> |

| <b>KEY RESPONSIBILITIES</b>        |   |
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| <p><b>Key Accountabilities</b></p> | <ul style="list-style-type: none"> <li>■ Demonstrate the VICSES values and build a Unit culture that reflects these.</li> <li>■ Provide leadership in the development of the new Unit and establish a structure with Deputy Controllers and a Unit Management Team</li> <li>■ In consultation with the Unit Management Team, prepare the Unit Business Plan and 10-year Financial Plan to support the new Unit to develop the capability and capacity identified in the Unit's Capability Profile.</li> <li>■ Oversee the submission of grant applications to support the funding of future Unit assets; monitor the financial management of the Unit, including timely submissions of BAS statements, financial statements, and stock control audits.</li> <li>■ Actively support the development and delivery of the Unit recruitment plan to ensure a membership of between 20-30 members for the commencement of operations with a focus on membership diversity so that it reflects the community the Unit will be operating in.</li> <li>■ Establish and maintain a safe work environment, including management of all consumables and equipment in a safe working order, conducting the twice-yearly Workplace inspections and complying with maintenance and servicing schedules. Provide updates of all SOPS and "Safety Drives Our Decisions" and other policies to all members.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>■ Support the development of a training plan for all members to build Unit capability quickly and ensure training and operational activities are delivered in accordance with VICSES SOPs and training standards.</li> <li>■ Support the Facilities team to identify build defect identification and management and work with the Senior Operational Capability Project Coordinator to meet operational establishment timeframes.</li> <li>■ Liaise with adjoining Units to ensure ongoing and smooth transition of the provision of capability to the community whilst the Unit commences operations, including the establishment of the General Response Boundary.</li> <li>■ Ensure effective communication at all levels of management – attendance at Unit meetings, liaising with Region and VHO, Local Government, media outlets, community groups, emergency agencies and other organisations.</li> </ul>  |
| <p><b>Organisational Relationships</b></p> | <p><b>INTERNAL</b></p> <p>This position reports directly to the Operations Manager Unit Support</p> <ul style="list-style-type: none"> <li>■ Senior Assistant Chief Officer and Operations Manager in relation to operational response and capability planning for establishment through to ongoing operations.</li> <li>■ Deputy Unit Controllers and Unit Management Team for establishing a functional leadership team</li> <li>■ New Unit Establishment Coordinator and Project Officer for building a recruitment plan, and establishing the Unit business plan to ensure the Unit is ready to respond on day 1 of operation.</li> <li>■ Unit Support Team for support post establishment for Grant applications, business planning and other funding opportunities</li> <li>■ Health and Safety Business Partners for advice on the provision of and establishing a safe work environment.</li> <li>■ Learning and Development team members for the development of a Unit training plan that supports members to build capability as quickly as possible</li> <li>■ Facilities team and Senior Operational Capability Project Coordinator to ensure operational establishment timeframes and defect identification and management</li> <li>■ Finance Business Partner for establishing a financial management system at the Unit, including bank accounts, ABN, etc.</li> </ul> |

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|                            | <p><b>EXTERNAL</b></p> <ul style="list-style-type: none"> <li>■ Local community to develop and maintain new relationships that build the profile of VICSES within the community and support the community in their readiness for emergency events.</li> <li>■ Other Emergency Service Organisations to ensure preparedness and response to incidents is managed in a coordinated manner whether VICSES is the control or support Agency. This includes joint training programs and exercising opportunities.</li> <li>■ Local Government for engagement opportunities, financial support and any local emergency activities</li> <li>■ Local media</li> </ul> |
| <b>Extent of Authority</b> | Acts within relevant legislation, government guidelines and VICSES policy and procedures.   |

## KEY SELECTION CRITERIA

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| <b>Technical Skill</b> | <ul style="list-style-type: none"> <li>■ Demonstrated commitment to membership diversity and safety culture within a volunteer organisation</li> <li>■ Previous experience establishing a new team or leading a team through a change process.</li> <li>■ Good written and verbal communication skills including the use of technology as a communication tool.</li> <li>■ Demonstrated leadership and interpersonal skills – the ability to mentor and develop individuals and teams with a solutions-focused approach.</li> <li>■ Demonstrated professional integrity, the use of sound judgement and accountability for own actions.</li> <li>■ A current Working With Children Check and knowledge of Child Safe standards and principles.</li> </ul> |
| <b>Capability</b>      | <p>Team Membership</p> <p>Service Focus</p> <p>Results Focussed</p>   |

## CAPABILITY FRAMEWORK

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| <p><b>Personal Effectiveness</b></p> <p>Ability to work effectively, productively, and consistently</p>                        | Expert |
| <p><b>Team Membership</b></p> <p>Ability to build cooperative relationships within the team and with other teams at VICSES</p> | Expert |

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| <b>Service Focus</b><br>Ability to provide a high consistent standard of customer service, both internally and externally                          | Advanced  |
| <b>Problem Solving</b><br>The ability to understand problems or risks, assess options and develop sound and timely solutions                       | Advanced  |
| <b>Leadership and Development of People</b><br>The ability to value and harness the contribution of others to achieve VICSES goals and objectives. | Expert    |
| <b>Results Focus</b><br>The drive and resilience to consistently achieve quality results in line with VICSES's values, vision, purpose and goals   | Competent |
| <b>Operational Improvement</b><br>The ability to improve the effectiveness and efficiency of processes   | Advanced  |
| <b>Management of Business Activities</b><br>The ability to consistently and skilfully lead and manage VICSES business activity                     | Competent |

## SHARED RESPONSIBILITIES

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| <b>Health, Safety, &amp; Wellbeing Focused</b> | VICSES aims to be an industry leader in wellbeing where our people consider safety from all angles before we act. All members have a deep understanding of the importance of physical and psychological safety, and we are dedicated to applying lessons learnt on a daily basis. At VICSES, we believe that safety is everyone's job.                                 |
| <b>One Team</b>                                | Collaboration is a core practice and is embedded in our ways of working across units, regions, and the state. VICSES members adopt a 'whole service' focus and consider actions that support the broader goals of the organisation, its members, and the community.  |
| <b>Volunteer Focused</b>                       | Volunteer experience is core in all actions across VICSES and our volunteer members are central to our decision-making processes. We aim for all members to have a deep understanding and appreciation of volunteer needs and values.  |
| <b>Diversity &amp; Inclusion</b>               | Diversity and inclusion are valued as key to success at VICSES. D&I practices are embedded into every facet of VICSES operations, and all members are empowered to be advocates for diversity and inclusion. D&I is simply how we work at VICSES.  |
| <b>Safeguarding Children</b>                   | VICSES is committed to being a child-safe organisation. At VICSES we support the safety, participation, wellbeing and empowerment of children we seek to ensure the safety of children involved in all VICSES activities. It is the responsibility of all members to comply with the Child Safety Policy, and act in accordance with the Child Safety Code of Conduct. |
| <b>Curiosity</b>                               | VICSES aims to build a culture of innovation, open ideation, and problem-solving. We question assumptions and seek to understand challenges before jumping in. We value learning and do so from both our successes and our failures.   |

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| <b>Enabling Leadership</b> | Leaders at all levels are empowered and supported to take on responsibility for VICSES outcomes and positive member experiences. Leaders are willing to be accountable, to adapt, and to encourage constructive dialogue. |
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| <b>Prepared by</b> Senior Assistant Chief Officers, Eastern and Western Regions | <b>Date: August 2023</b> |
| <b>Approved by</b> Chief Officer Operations                                     | <b>Date: August 2023</b> |