



Field Observer

Role Description

Field Observers gather images and information to support incident planning and response when formally activated before, during or after a storm, flood, earthquake, landslide or sinkhole, or tsunami event.

Training and Operational conditions are limited to:

- Field Observers will usually operate as part of the Intelligence or Operations section at an Incident Control Centre, but can also be tasked by the Regional Duty Officer.

Important Note

This document is provided to Field Observers as guidance only and does not replace or supersede any other operational doctrine, policies or standing orders.

Refer to SOP073 Field Observer for further information

Responsibilities

Field Observers are to:

- Maintain situational awareness of the incident and take appropriate action for maintenance of personal safety.
- Adhere to relevant legislation regarding phone use in vehicles.
- Respect limitations on entry to private property.
- Maintain confidentiality of the Snap Send Solve VICSES access code.

Tasks

Field Observers are to:

- Utilise the Snap Send Solve mobile application to gather images and information on an event.
- Consider the end user requirements when taking field observations.



Role Statement

Personal Capability Criteria

In performing this role, the following common and core knowledge and skills are required at an operator level:

Personal Attributes & Skills	Capability Standard
Collaboration, Teamwork & Leadership	Able to work cooperatively within a team, communicate effectively and follow instructions.
Situation Awareness	Maintains awareness of priorities and changes to the operational environment. Knows when to seek others' expertise and asks questions appropriately.
Resilience	Responds to pressure in a controlled and composed manner whilst remaining focused on objectives and outcomes. Reflects on personal performance in the pursuit of improvement.
Agility	Able to cope with changing circumstances, adapting approach where needed. Absorbs information effectively.
Self-Management	Behaves in accordance with organisational standards. Understands and acknowledges own strengths and weaknesses, receiving feedback objectively. Seeks assistance when required.
Core knowledge and skills	Demonstrates appropriate understanding of: <ul style="list-style-type: none">■ Policies, procedures, and standards■ Incident management principles and structures■ Communication techniques and information flow■ Risk assessment and management■ Problem solving

Role entry requirements

Capability development requirements

Method	Standard required
Courses / Assessments	
VICSES training programs (mandatory)	<ul style="list-style-type: none"> ■ Maintain Safety at Storm and Flood Operations ■ Field Observer (Snap Send Solve, previously known as Flood Observer) – online or face to face
VICSES training programs (recommended)	<ul style="list-style-type: none"> ■ Landslide Awareness
External training programs	<ul style="list-style-type: none"> ■ None required
Fitness for duty requirements	<ul style="list-style-type: none"> ■ None identified
Licences	<ul style="list-style-type: none"> ■ None required
Other	<ul style="list-style-type: none"> ■ Read and understand the Snap Send Solve app use and confidentiality document
Experience	<ul style="list-style-type: none"> ■ An understanding of storm, flood, earthquake, landslide, sinkhole and tsunami behaviour

Endorsement requirements

Authorisation Level	Attainment and Maintenance
Unit level	None
Regional level	None Skills maintenance for ongoing endorsement includes: <ul style="list-style-type: none"> ■ None identified
State level	Not required

Role development and progression pathway

- VICSES volunteers may commence on this role pathway following completion of the VICSES volunteer induction and completion of the Maintain Safety at Storm and Flood Operations training program.
- Non VICSES personnel may commence this role pathway after discussion with Operations Manager Learning and Development to confirm recruitment and completion of the Maintain Safety at Storm and Flood Operations training program.

