



ROLE STATEMENT

ROLE TITLE	Deputy Controller - Operations & Training
DIRECTORATE	Operations
DEPARTMENT	Regional Service Delivery – Eastern/Western Regions
REPORTS TO	Unit Controller
APPOINTMENT PERIOD	Up to 2 years or as determined by the Unit Controller
CLASSIFICATION	Volunteer Role
DIRECT REPORTS	2-5
LOCATION	Multiple positions available: <ul style="list-style-type: none">• Aintree• Cranbourne• Officer• Point Cook

POSITION SUMMARY

The Deputy Controller is responsible for overseeing the day-to-day operations and training program of the Unit, through development, implementation and delivery of the Unit Training Plan and associated operational readiness requirements so that it can assist in providing an emergency response service to the community.

The Deputy Controller Operations and Training is a new position within VICSES and will lead the Operations and Training program of the new Unit. A key function of the role will be to lead the establishment of the new Unit's operational readiness and response through the development of member capability and preparation of equipment and other resources. Integral to this will be supporting the Unit Controller to build the culture of the volunteer members to align with VICSES values.






The Deputy Controller Operations and Training reports to the Unit Controller, who is formally appointed by the Chief Officer Operations in accordance with Section 35 of the *Victoria State Emergency Service Act 2005* and is responsible for overseeing the day-to-day management of the Unit, leading and managing members within the VICSES policy framework 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.

OUR STRATEGIC CONTEXT

Our Vision & Mission

Safer Communities - Together.

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>Our Values</p>	<p>VICSES Values</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>We pride ourselves on our credibility</p> </div> <div style="text-align: center;">  <p>We are part of our community</p> </div> <div style="text-align: center;">  <p>Safety drives our decisions</p> </div> <div style="text-align: center;">  <p>Focused and adaptable</p> </div> <div style="text-align: center;">  <p>Together we are VICSES</p> </div> </div>
<p>Our Context</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>

KEY RESPONSIBILITIES

<p>Key Accountabilities</p>	<ul style="list-style-type: none"> ■ Demonstrate the VICSES values and support the Unit Controller to build a Unit culture that reflects these. ■ Support the Unit Controller to appoint Section Leaders within the Operations and Training teams and provide leadership, mentoring and support to them and other members of the Unit. ■ Lead the training and development of Unit members with an initial focus on Unit Duty Officer capability, Crew Leaders, and operational members. Ensure all members are on an agreed training plan and all training records are current and training is timely and learner focussed. ■ Lead the development of the initial establishment Annual Unit Training Plan and ensure this and any updates to the plan are communicated to members and a copy is submitted to the Regional Learning and Development Team by the due date. ■ Liaise with adjoining Units to ensure an 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. ■ Support the Unit Controller in the implementation 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 that reflects the community the Unit will be operating in.
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	<ul style="list-style-type: none"> ■ Build a culture of Safety Drives Our Decisions within the Unit that is reflected from training through to operational deployments. Communicate updates of all Standard Operating Procedures (SOPs), Safety Alerts and other operational doctrine. ■ Identify and encourage suitable members to attend courses that will close training gaps, including supporting and coordinating member deployment to other Units to gain experience prior to the new Unit commencing operations. Guide members to meet and maintain competency-based training evidence requirements. ■ Develop and maintain the readiness arrangements for the new Unit, including exercising of the Incident Control Point arrangements, and the Municipal plans alongside other emergency services. ■ Build member skills and safety through leadership of debriefing sessions at the completion of operations, ensuring issues raised are documented for further review. ■ Ensure accurate post-operational reports are concluded within timeframes in the Incident Report System (IRS). ■ Ensure effective communication with all members and the Unit Management Team – attendance at Unit meetings, liaising with Regional Learning and Development and VHO, Local Government and emergency agencies.
<p>Organisational Relationships</p>	<p>INTERNAL</p> <p>This position reports to the Unit Controller</p> <ul style="list-style-type: none"> ■ Unit Management Team – to ensure the effective delivery of Unit operational readiness and response and training plans through a functional leadership team. ■ Unit members – to enable full participation in Unit training and response. ■ Unit Support Teams, as a first point of call to provide advice and guidance, escalate queries, and support the Unit in its establishment. ■ Health and Safety Business Partners for advice on the provision of and establishing a safe work environment. ■ Learning and Development team members for the development of a Unit training plan that supports members to build capability as quickly as possible <p>EXTERNAL</p> <ul style="list-style-type: none"> ■ Other Emergency Service Organisations to support the Unit Controller 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. ■ Local Government for local emergency activities and joint training initiatives.
<p>Extent of Authority</p>	<p>Acts within relevant legislation, government guidelines and VICSES policy and procedures.</p>

KEY SELECTION CRITERIA

Technical Skill	<ul style="list-style-type: none"> ■ Demonstrated commitment to the VICSES Values and developing a safety culture within a volunteer organisation ■ Understanding of VICSES training requirements and processes and ability to utilise training and assessment manuals. ■ Demonstrated leadership and interpersonal skills – the ability to mentor and develop individuals and teams with a solutions focussed approach. ■ Demonstrated experience leading an operational team in an emergency environment. ■ In-depth knowledge of the local area and the risks and hazards within that environment. ■ Demonstrated professional integrity, the use of sound judgement and accountability for own actions. ■ Good understanding and experience in the use of VICSES systems, including OIMS, VIPER, Safegate, VICSES Training Portal and knowledge of other systems such as EMCOP and MSDS Online ■ A current drivers licence and Working With Children Check and knowledge of Child Safe standards and principles.
Capability	<p>Team Membership</p> <p>Service Focus</p> <p>Results Focussed</p>

CAPABILITY FRAMEWORK

Personal Effectiveness Ability to work effectively, productively, and consistently	Advanced
Team Membership Ability to build cooperative relationships within the team and with other teams at VICSES	Advanced
Service Focus Ability to provide a high consistent standard of customer service, both internally and externally	Competent
Problem Solving The ability to understand problems or risks, assess options and develop sound and timely solutions	Advanced
Leadership and Development of People The ability to value and harness the contribution of others to achieve VICSES goals and objectives.	Advanced

Results Focus The drive and resilience to consistently achieve quality results in line with VICSES’s values, vision, purpose and goals	Competent
Operational Improvement The ability to improve the effectiveness and efficiency of processes	Advanced
Management of Business Activities The ability to consistently and skilfully lead and manage VICSES business activity	Competent

SHARED RESPONSIBILITIES	
Health, Safety, & Wellbeing Focused	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.
One Team	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.
Volunteer Focused	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.
Diversity & Inclusion	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.
Safeguarding Children	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.
Curiosity	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.
Enabling Leadership	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.

Prepared by Senior Assistant Chief Officers, Eastern and Western Regions	Date: August 2023
Approved by Chief Officer Operations	Date: August 2023