

**VOLUNTEER FIRE BRIGADES VICTORIA
ROLE DESCRIPTION**

SCHEDULE D

Position Title:	VFBV Support Officer	Location:	Regionally Based with regular attendance at VFBV Office, Burwood East
Remuneration:	circa \$63,000 - \$68,000 plus super based on experience	Travel:	Company vehicle provided for work use
Positions reporting to this position:	None	Hours:	Full Time - Flexible

Volunteer Fire Brigades Victoria (VFBV) is the CFA Volunteer association and peak body established under the Victorian Country Fire Authority Act (CFA Act 1958) to specifically represent CFA Volunteers and ensure there is meaningful consultation with the elected representatives of Volunteers on all matters which may impact upon them. Whilst independent of the CFA, VFBV works closely with CFA and other key stakeholders to engage volunteers and develop policy and organisational arrangements that encourage, maintain and strengthen the capacity of volunteers to provide CFA services to the community.

Through a state-wide network of VFBV District Councils and elected volunteer representatives, VFBV maintains direct links with grass roots volunteers over their issues, needs and concerns.

VFBV employs a small staff, most of whom are CFA volunteers themselves.

VFBV seeks to build greater awareness, respect and support amongst all levels of government, media and in the wider community for CFA Volunteers and their fundamental and central role in the CFA as an ever more effective volunteer based fire and emergency service for the people of Victoria. Respect, recognition and practical support for volunteers and their families for their self-sacrifice and the commitment they make to protect our community are key requirements for building and sustaining volunteerism for a safer Victoria.

VFBV shares with CFA a commitment to a community-based fire and emergency service which delivers a safer Victoria.

VFBV is a not-for-profit registered Association and charity.

Primary Purpose of the Role:

As a Support Officer your role is to support and facilitate this representation across the range of matters affecting the welfare and efficiency of Victoria's 55,000 CFA volunteers based at over 1,200 locations across the State.

You will work actively with VFBV District Councils, Brigades and volunteers with an aim to ensure issues of concern to volunteers are identified, understood and resolved. You will perform a key role in supporting VFBV to inform and seek views from volunteers and to ensure that mechanisms for volunteer engagement and input are functioning effectively so that issues affecting the welfare and efficiency of CFA volunteers can be either resolved locally or addressed with CFA, Government or other bodies.

You will develop and maintain strong networks across CFA's volunteer membership ensuring VFBV is well connected to volunteers on the ground, well informed of volunteers' views and able to influence outcomes that maintain and support an even stronger volunteer-based CFA.

The position is part of a small team providing synthesis and analysis of volunteers' views, so that VFBV can advocate those views to CFA and Government in a logical and well researched manner.

All staff within the VFBV team are required to work flexible working hours to support and suit the availability of our volunteer membership. As such, all positions involve a great deal of evening and weekend work, as well as a large amount of travel throughout regional Victoria. Team members are required to be self-starters and able to work independently under minimal supervision.

As the team at VFBV is small in number, all members of the VFBV team are called upon to be flexible in the tasks they undertake, however, the incumbent will have specific responsibilities in regard to provision of support to VFBV District Councils and VFBV forums across regional Victoria; nominated joint committees and working parties; and other specific initiatives or projects as determined by the CEO/EO.

Key Result Areas:	Key Performance Measures
<p>Under general direction :</p> <p>1. VFBV District Council and other VFBV forum support</p> <p>Provide executive support and services to VFBV District Councils, other VFBV forums and working parties including:</p> <ul style="list-style-type: none"> - Advice and support with organisation and preparation to facilitate results focussed processes, forums, meetings and committees; and good member engagement including: <ul style="list-style-type: none"> ▪ Planning and structuring activities required to achieve desired/required outcomes ▪ Coordination and logistics support for activities/meetings ▪ agenda item preparation, preparing and circulating agendas ▪ recording and support for coordinated follow up of key decisions/actions arising ▪ facilitate volunteer engagement and input to specific projects, initiatives or working parties to reach defined objectives. - Consultation support and follow up within VFBV and with CFA or others to ensure issues and concerns of interest to VFBV members are understood and appropriately addressed - analysis and research support to progress issues resolution, develop volunteer informed VFBV position/policy and address emerging strategic opportunities/challenges as required. - recording/tracking issues management and support to ensure accurate VFBV information management and information archive/retrieval <p>Assist improve District Council member engagement, issues resolution success, strategic focus and profile.</p>	<p>Appropriate and active member participation in VFBV forums including:</p> <ul style="list-style-type: none"> • Appropriate brigade involvement with District Councils • Member participation (numbers, %) with VFBV surveys, feedback requests and discussion forums • Assessment by members that VFBV processes and forums are productive and relevant • Active engagement of CFA personnel in VFBV forums and issue discussion • Issues resolved at local level wherever possible <p>Views of District Councils/Executives are collated in a timely manner, synthesised and evaluated and conveyed to the VFBV Secretariat and Board as required.</p> <p>Meeting agenda items are prepared in advance and actions arising from meetings are progressed in a reasonable and adaptable manner with appropriate advice and feedback being provided that is grounded in volunteer opinion.</p> <p>Member acceptance/satisfaction with outcome and time taken to resolve issues requiring escalation to District Council or State level</p> <p>% of member issues able to be resolved at local level</p> <p>Meeting notes and internal communications contributions are prepared within one week of forums.</p> <p>Attendance lists are completed and travel reimbursement information is conveyed to the VFBV Secretariat promptly.</p>
<p>2. Member contact and issues resolution support</p> <p>Under guidance from VFBV CEO and Executive Officer provide a point of contact for referral of member enquires, issue follow up, advice and resolution support. Including:</p> <ul style="list-style-type: none"> – responding to member Brigade and District Council enquiries. – liaison with CFA Regional and District management to foster VFBV /CFA relationships and engender a strong local issues resolution culture – general inquiries, VFBV administration requirements and volunteer support aspects <p>Provide targeted support to assist transparent, fair and timely action is taken to deal with member concerns relating to conflict, discipline and other volunteer support issues.</p> <p>Maintain personal networks and (volunteer accessible) field presence to ensure up to date intelligence on issues affecting volunteer welfare and efficiency and escalate issues as appropriate.</p>	<p>Time taken to assess and locally resolve issues raised by members</p> <p>% of member issues able to be resolved at local level</p> <p>Member acceptance/satisfaction with outcome and time taken to resolve issues requiring escalation to District Council or State level</p> <p>Issues raised by members are managed and recorded according to accepted protocols with updating of the register at least monthly.</p>

<p>3. VFBV internal (two way) communication</p> <p>Support internal communications processes by assisting the VFBV team in:</p> <ul style="list-style-type: none"> - establishing relationships required to ensure VFBV is informed by and well connected with front line volunteers - facilitating the passage of volunteer input through the VFBV and CFA consultation and decision input processes - provision of current issues updates and briefing material for VFBV delegates to use in communicating with members - face to face communication with VFBV forums, delegates and members - updating, enhancing and promoting various VFBV communication mediums (eg VFBV website, Fire Wise newspaper, delegate notes) - building relationships with external partners and stakeholders 	<p>VFBV members have timely and easy access to information relevant to their contribution as CFA volunteers</p> <p>VFBV members have timely and accessible access to input their views on matters affecting them</p> <p>Members have timely and accessible feedback on outcome of consultation, discussion forums and decisions affecting them</p> <p>Internal communications are produced in a timely manner to a standard approved by the VFBV CEO.</p> <p>The website is frequently updated, appropriately promoted to volunteers and the electronic subscriber lists are appropriately maintained.</p>
<p>4. Specific Project work</p> <p>Undertake and/or contribute to VFBV project work and support to enable VFBV to engage volunteer consultation and input to projects managed by CFA, including:</p> <ul style="list-style-type: none"> - facilitating volunteer engagement and input to specific projects, initiatives or working parties to reach defined objectives. - development of results focussed action/project plans and delivery against plan - undertaking specific research and/or analysis to support VFBV project objectives; VFBV engagement with external initiatives and influence of project outcomes - ensuring VFBV projects are informed by evidence, facts and member input - identifying and tracking progress of issues of interest to VFBV - providing regular progress report and feedback to inform VFBV management and members - undertaking specific research and/or analysis to support - communicating project intent, progress and outcomes with VFBV members - ensuring VFBV input is supported by evidence, facts and optimal member input 	<p>Projects delivered on time on budget and achieving desired objectives</p> <p>Extent of opportunity for proactive member input</p> <p>Timeliness of provision of project updates, decision/discussion material and advice to VFBV decision making and consultative forums (specifically District Councils, State Council, VFBV CEO and VFBV Board)</p> <p>Member feedback confirming project involvement and project outcomes meet their expectations or achieve best possible outcome given external parameters</p> <p>Number/% of members engaged in provision of specific feedback, input, survey requests</p> <p>Project results achieve demonstrable benefits for one or more of community service delivery; volunteer support and welfare; volunteer capacity and strategic future of volunteerism.</p> <p>Stakeholders involved in project support project outcomes</p>
<p>5. VFBV partnerships, relationships and profile</p> <p>Support VFBV secretariat, State Council and District Councils to establish and maintain profile, relationships, and respect required to effectively engage with and represent CFA volunteers.</p> <p>Establish and maintain relationships with CFA personnel (particularly Region/District) and other stakeholders who have an interest in or capacity to assist VFBV address matters affecting the welfare and efficiency of CFA volunteers</p> <p>Actively promote issues important to all volunteers and provide informed input to development of solutions to</p>	<p>Relationships in place to enable face to face discussion and activation of effort as required.</p> <p>Stakeholder's needs are understood and taken into account in the pursuit of VFBV endeavours.</p> <p>Meeting agenda items are prepared in advance and actions arising from meetings are progressed in a reasonable and adaptable manner with appropriate advice and feedback being provided that is grounded in volunteer opinion.</p>

<p>identified challenges/opportunities</p> <p>In conjunction with other administrative staff and in support of CEO, Board and/or State Council priorities represent VFBV at meetings such as:</p> <ul style="list-style-type: none"> - Joint committees with CFA - Working parties - Government departments - Other agencies 	
<p>6. Support to VFBV strategic performance and policy/position development</p> <p>In conjunction and consultation with all stakeholders support VFBV secretariat to:</p> <ul style="list-style-type: none"> - identify issues of concern to volunteers and facilitate regular capture of front line input to keep VFBV informed of issues of priority interest to members - research issues impacting on members as they emerge and facilitate structured consideration via appropriate VFBV processes - assist VFBV Board and State Council to bring these to the attention of CFA through appropriate channels, - assist VFBV to ensure a record of activity on these issues is maintained in an effective issues management system is maintained by VFBV issues register, - take appropriate action consistent with stakeholder direction to monitor and follow-up on matters raised. 	<p>Matters are brought to the attention of CFA in a professional manner.</p> <p>Reports are made back to VFBV stakeholders in a timely manner. Issues owned by VFBV are monitored and are followed up in a timely manner.</p> <p>Project/position/discussion papers integrate and appropriately evaluate the range of volunteer views, are cogently written and are completed in a timely manner according to agreed time frames and outputs.</p> <p>Paperwork and position papers for VFBV forums are proficiently produced in accordance with established VFBV process</p> <p>Issues assigned through VFBV Board, State Council and VFBV Secretariat Meetings are actioned within assigned timelines</p>
<p>7. Other tasks as determined by the VFBV CEO including but not limited to:</p> <p>a) Advocacy and Mentoring</p> <ul style="list-style-type: none"> • Provide advice to members on enquiries and matters relating to the Volunteer Code of Conduct, Equity & Diversity within CFA and ensure the carriage of procedural fairness in matters impacting on all CFA volunteers • Provide / coordinate member support on matters concerning disputes and discipline • Plan and conduct induction programs for newly elected volunteer delegates <p>b) Support and assist with planning, administration and running of the Associations State Championships</p> <p>c) Leadership Development</p> <ul style="list-style-type: none"> • Contribute to the Association’s Leadership and volunteer development programs, • Provide advice on senior volunteer delegate professional development programs, • Assist in the supervision of service providers (contractors) who deliver professional services to and for the Association. 	
<p>Other relevant information:</p> <ul style="list-style-type: none"> - applicants must be prepared to work flexible hours as many Association meetings are held on weekends and evenings - there is also a requirement to attend after hours meetings and to travel within country Victoria - it is anticipated that the position will have a notional base at VFBV office in Burwood but also operate extensively from a Regional location(s), where the incumbent will establish a work base allowing access to District Councils, brigades and volunteers. It will be a requirement to attend the VFBV Burwood office regularly to allow for team coordination, planning and review. Some flexibility in work location can be negotiated with the successful candidate. 	

Key Selection Criteria:

- It would be expected that applicants would have knowledge and experience as a volunteer member of a volunteer emergency service with experience within a CFA brigade highly advantageous.
- Applicants will ideally have significant experience and demonstrated success in organisational administration ideally in volunteer or not for profit organisations.
- The position requires a person with sound communication and advocacy skills; demonstrated ability to represent views of constituents and a track record of being able to manage resolution of issues; and coordinate multiple tasks/projects.
- The position also requires a demonstrated ability to build and maintain relationships across a range of organisational levels.
- Knowledge of the CFA organisational structure, volunteer network, CFA procedures, practices, policies and culture is essential. The incumbent would be expected to have gained substantial experience within CFA and have knowledge of CFA matters.
- Ability to apply logical administrative procedures to produce outcomes, scheduling tasks to meet agreed output deadlines is essential.
- Demonstrated self-motivation and ability to working independently and as a member of a team with minimal supervision
- Knowledge of VFBV District Councils and VFBV/CFA consultation and decision-making processes is desirable.
- Skill in supporting meetings through provision of briefing and discussion papers and producing clear agreed outcomes is required.
- Interpersonal skills that demonstrate reasoning, problem solving, adaptability and negotiability are required.
- Highly-developed written and oral communication skills are required. Samples of the applicants written communications will be requested during the application process.
- Well developed negotiation skills are required.
- Knowledge of computers, word processing, spreadsheet, e-mail and Internet is essential.
- Experience in making formal presentations and facilitating effective discussions.
- Knowledge of a broad range of legislation, including but not limited to the CFA Act, OH&S Act, Equal Opportunity Act, Associations Incorporation Act, Public Sector Management Act, is desirable.
- Current Victorian Drivers Licence is essential
- This role will require the applicant to maintain a valid Working with Children Check. (VFBV will pay for the cost of an employee card)