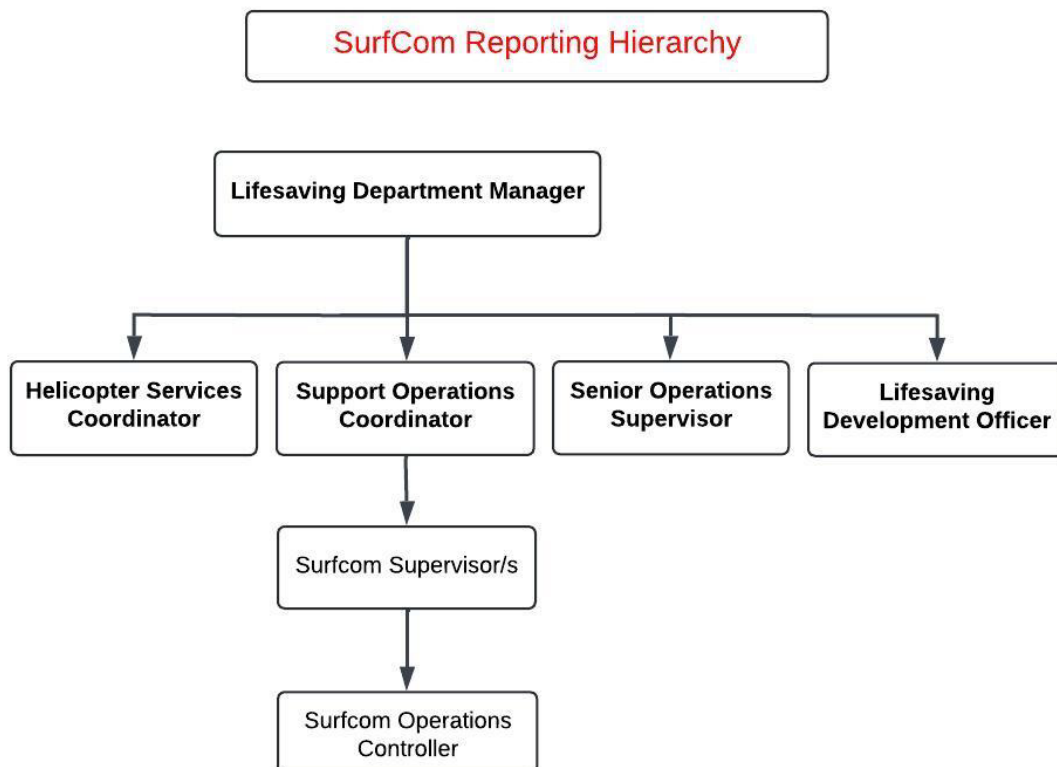


POSITION DESCRIPTION FORM – SURF LIFE SAVING WESTERN AUSTRALIA

Department:	Lifesaving
Position Title:	Operations Controller
Position Level:	N/A
Location:	7 Delawney Street Balcatta, WA 6021
Main Purpose of Job:	An Operations Controller within the State Operations Centre is responsible for the command, coordination, and the communication for all SLSWA incident response. This role ensures all SLSWA assets are utilised and mobilised in response to all incidents as well as liaising with external emergency services in joint multiagency operations. Together, Operations Controllers, external services and other SLSWA assets combine in the continual support of the public safety initiative. This position ensures complete, timely, and accurate information is communicated to internal and external stakeholders, whilst evaluating the level of response and support SLSWA assets can provide. Operations Controllers assist in daily operational routines within the lifeguarding services, lifesaving services, and the Westpac Lifesaving Rescue Helicopter services, by fielding media enquiries, statistical reporting, and other administrative tasks.
Subordinate Staff:	Nil
Reporting To:	Support Operations Coordinator

Department Structure and Relationships

The Operations Controller position exists within the SLSWA Lifesaving Department and has a direct reporting relationship as per the structure below:



Position Description

The Operations Controller provides support to and enacts guidance and direction from the SurfCom Supervisors and Support Operations Coordinator in achieving the outcomes of the SLSWA Strategic and Operational Plan.

The Operations Controllers key functions and responsibilities in the command, coordination, and communication of deliverable service includes but is not limited to:

- Liaise with SLSWA services, council rangers, emergency services and other relevant parties.
- Provide relevant SLSWA staff with timely and accurate information.
- Effectively prioritise the coordination of multiple resources simultaneously in response to routine operations and emergency incidents SLSWA is involved in.
- Gather, assesses, and disseminate information including, but not limited to, weather conditions and status of service levels to appropriate authorities.
- Apply relevant SLSWA policies and procedures in response to incidents through effective tasking of SLSWA resources.
- Monitor and operate the SLSWA's Emergency Radio Communication Network (ERCN) and communicate any network faults as required.
- Effectively monitor and operate SLSWA's Surf Alert Modules, including to disseminate relevant information and utilise as a resource during emergency response.
- Effectively communicate and document, utilising appropriate strategic prioritisation, a broad range of routine and emergency information via phone, radio, internet-based platforms, and in person.
- Monitor the operational status and safety of all frontline SLSWA personnel and volunteers and providing support where required.
- Participate in individual and collective professional development opportunities as guided by the Support Operations Coordinator.
- Provide input toward the development and continuous improvement of policies and procedures for the effective service delivery of the State Operations Centre.
- Data entry of all relevant information and records, into the various databases including patrol logs, incident reports, along with any additional records as directed by the Support Operations Coordinator.
- Appropriately direct or respond to media enquiries in accordance with guidance from Support Operations Coordinator and SLSWA Media Department.
- Participate in performance improvement strategies as requested by SurfCom Supervisor, Support Operations Coordinator or Lifesaving Manager.
- Assist in routine operational reports upon request of the Support Operations Coordinator and other Lifesaving Department staff.
- Communicate and interact effectively, to build and sustain collaborative professional relationships as a well-disciplined member of the State Operations Centre service delivery team.
- Demonstrate an awareness of people with diverse backgrounds and apply understanding where required during incident response.
- Present fit for duty by being physically and psychologically healthy, illness and fatigue free
- Attend meetings and training sessions as required by SLSWA.
- Promote teamwork, cooperation, and autonomy.
- Behave with honesty, integrity and impartiality to maintain the positive reputation of SLSWA.
- Carry out specific tasks as required by the SurfCom Supervisor, Support Operations Coordinator, or other Lifesaving Department staff.
- Any other duties as required.

Position Deliverables

- All information is prioritised and actioned within specified timeframes.
- Adherence to radio discipline.
- Participate in the continuous improvement of radio telecommunication procedures within SLSWA.
- All incidents receive appropriate level of support and resources.
- All logs, reports and data entered the appropriate database systems accurately and within pre-set timeframes.
- A positive image of the individual is achieved and always maintained when on duty or attending SLSWA related events.
- Direction provided to SLSWA services is in accordance with SLSWA policies, procedures, ethics, and values.
- All SurfCom equipment is accounted for and remains in a serviceable condition.
- Actively participate in relevant training sessions and programs.
- Participate in reviews, and investigations as required.
- Specific tasks are actioned in a timely manner and completed to a satisfactory level.
- Participate in training initiatives to ensure competence.

Selection Criteria	Essential/ Desirable
Experience <ul style="list-style-type: none"> • Previous experience in a fast-paced, high pressure role • Prior experience in a customer-facing role with professional communication • Previous exposure to an operations centre or executing operational command decisions. • Prior experience working as an Emergency Dispatch Officer or Surf Life Saving Operations Centre. • Experience and theoretical knowledge of surf lifesaving service delivery. • Current surf lifesaving Club membership. • An understanding of surf lifesaving procedures, practices and policies. • Lifesaving service/patrol experience. 	Desirable Desirable Desirable Desirable Desirable Desirable Desirable Desirable
Skills <ul style="list-style-type: none"> • Ability to work independently and/or unsupervised, and as part of a small team. • Ability to respond appropriately under pressure, make sound judgement and determine task priorities. • Ability to follow relevant policies and procedures during operations and justify actions to supervisors when required • Ability to communicate to various stakeholders simultaneously during high pressure situations. • Demonstrated computer literacy, specifically in the use of Microsoft Office, internet searches, and web-based databases. • Very high verbal and written communications skills • Well-developed interpersonal skills including active listening, assertiveness, and empathy. • High level of critical thinking skills and problem solving abilities • Ability to negotiate with multiple stakeholders with conflicting priorities. • Ability to operate SLSWA ERCN. 	Essential Essential Essential Essential Essential Essential Essential Essential Desirable Desirable
Qualifications <ul style="list-style-type: none"> • Police Clearance less than 6 months old • Hold or Willing to obtain a Working with Children Check • Current Provide First Aid – HLTAID011 or equivalent • Bronze Medallion – Surf Rescue or Certificate II Public Safety Aquatic Rescue or equivalent • Silver Medallion – Basic Beach Management. • Provide advanced resuscitation and oxygen therapy – HLTAID015 OR SLSA Advanced Resuscitation Techniques or equivalent • Marine Radio Operators certificate or equivalent • SLS Radio Operators Certificate 	Essential Essential Essential Desirable Desirable Desirable Desirable Desirable Desirable
Special Requirements <ul style="list-style-type: none"> • Flexible and able to work rostered hours which will include weekends and public holidays • Integrity and trustworthiness • High level of professionalism and composure under pressure • Understanding of Occupational Health and Safety principles and practices • An understanding of risk management principles and practices • Understanding of patient confidentiality and privacy 	Essential Essential Essential Desirable Desirable Desirable

Approved by: Lifesaving Department Manager

Date: May 2024