

Position Description



Position Details	
Position Title: Manager Community Engagement	Position Number: 113571
Position Classification: PTA level 7	Position Reports to: Executive Manager Fire Prevention & Preparedness
Directorate/Region & Team: Fire Prevention & Preparedness	Location: CFA Headquarters, Burwood East
Number of Direct Reports: 3	Date: March 2020

Who we are

CFA is a Statutory Authority accountable to government for the delivery of emergency services through its paid and volunteer workforce.

Vision

Working together with communities to keep Victorians safe from fire and other emergencies.

Mission

To protect lives and property.

CFA Values & Guiding Principles

These key behaviours are consistent across CFA and all staff will perform their positions in accordance with the following:

We put SAFETY first	We are committed to ensuring the safety of the communities we protect. We actively pursue zero harm. We want everyone to get home safe & well. We have a harmonious workplace. We encourage discussions on safety matters.
We excel through TEAMWORK	We work together to achieve our mission. We openly share information & resources & acknowledge each other's strengths. We work cooperatively in inclusive teams. We work collaboratively for the benefit of the Victorian community. We respect & embrace open communication.
We are dynamic & ADAPTABLE	We are dynamic & constantly adapting in response to community need. We are open to the challenge of a changing environment. We are proactive & make it happen. We challenge the status quo & recognise innovators. We learn from each other & our community.
We act with INTEGRITY	We act with integrity at all times. We are truthful, open & honest. We consistently lead by example. We make transparent & timely decisions. We speak up if we see something wrong. We are accountable & will hold one another to account.
We RESPECT each other	We treat everyone fairly & with respect. We acknowledge each other's ideas, opinions & contribution. We welcome diversity. We show empathy & understanding. We respect the time of our people.

CFA Leadership Behaviours & Expectations

As a leader within CFA, you are expected to:

- Actively Contribute – proactively provide strategic, tactical and professional advice.
- Collaborate – demonstrate a consistent and unified approach, and actively pursue opportunities to connect across CFA and the sector.
- Drive Engagement – communicate, consult and collaborate widely, effectively representing and promoting the CFA at all times.
- Build Capability – actively build the capability of CFA people, mentor and coach others.
- Values Driven – model the CFA values at all times.
- Manage Change – provide strong and consistent leadership through change.
- Deliver Outcomes through People – connect your team to the CFA strategy, mission and values.

Primary Purpose (including Context/Background)

The Manager Community Engagement leads a team responsible for building CFA's capability and capacity to meaningfully engage and work with communities, partners and stakeholders, and build an organisational culture that supports this as a core part of service delivery. The scope of the role is wide-ranging and complex, with a broad range of stakeholders and partners, both within CFA, across government, and the Victorian community. The role encompasses a range of functions, from strategic policy development through to oversight of program design, development of engagement tools and resources, and analysis of best-practice research and evidence to inform an evidence-driven approach to community engagement.

Role Specific Duties & Accountabilities

- Drive development of strategy and capability across CFA for working with communities, including the implementation of the CFA Community Engagement Framework
- Provide authoritative advice and play an influential role in the development of policies, systems, processes, standards and guidelines to enable CFA Regions, Districts and Brigades to effectively deliver community engagement programs and services to at risk communities
- Build effective partnerships at all levels across CFA, other government agencies, stakeholders and community groups, including complex negotiation amongst groups of varying views, to enable meaningful engagement and collaboration in the ongoing development of community engagement policies, programs, doctrine, content and tools
- Lead the CFA participation in work being undertaken across the emergency management sector to engage, educate and support communities to better prepare for, respond to and recover from fire and other emergencies
- Lead, direct and manage the development of evidence based and targeted/tailored programs to increase preparedness for fire, aligned to identified community risk and needs
- Ensure evaluation is built into program development and project/pilot approaches
- Translate CFA strategy into an annual community engagement team business plan and associated team member work & performance plans, and actively contribute to the development of the broader Community Safety Business Plan. Deliver key initiatives and report progress on a quarterly basis against the business plan, including budget.
- Meet regularly with accountable Managers and Executive within Fire and Emergency Management to discuss deliverables and to ensure policy and practice implications are appropriately identified and managed
- Actively lead, direct and manage staff, including performance planning and management, professional individual and team development, and task/resource allocation
- Write detailed articles and reports to senior management including (but not limited to) Board reports, CEO reports, business plan performance reports, news articles, project status reports, Annual reporting, information and decision papers.

CFA Manager & Team Leader Accountabilities

Leadership, Team Management and Development

- Provide clear direction and set specific goals for the team, to ensure all programs and activities are effective, strategically aligned and delivered within time and budget requirements.
- Ensure that clear objectives, performance measures and targets are in place to guide the work of the team and monitor and manage their achievement closely.
- Accept business & financial accountability by developing, managing and monitoring the team budget; ensuring sound financial planning and performance monitoring mechanisms are in place; and reporting as required to senior management.
- Build and develop capability within the team, in order to maximise the contribution and potential of members and ensure that CFA has the capacity to meet current and future challenges.
- Foster a culture within the team that appropriately models the CFA vision, values and commitments and that contributes to building a unified CFA culture.

Safety, Wellbeing & Environment (SW&E)

Managers and supervisors are expected to contribute strongly to CFA's safety, wellbeing and environment (SW&E) management system. They must:

- Be aware of the SW&E hazards and risks relevant to work activities and work areas under their control.
- Ensure that SW&E policies, procedures, instructions and initiatives are understood and followed by people under their leadership.
- Ensure that SW&E induction, training and information are provided for, and attended by, all people for whom they are required.
- Respond promptly to address any SW&E matter which requires their consideration and/or approval to safeguard people or the environment.
- Review accident/incident reports to ensure appropriate investigation is carried out where required.
- Provide active support to SW&E committees and planning forums to enable them to function in a proactive and effective manner.

Key Selection Criteria

- Tertiary qualification in a relevant social science and/or significant experience in leading high performance teams, in a community engagement context
- Demonstrated experience in program and project management and program development and evaluation
- Demonstrated success in drawing on evidence to identify new ways of doing things
- Demonstrated experience in promoting and driving change by applying broad influencing skills to overcome barriers and gain support
- Excellent relationship management and communication skills including the ability to develop and maintain strong collaborative partnerships.
- Effective time management skills, including the ability to meet competing deadlines and be adaptive in a rapidly changing environment.

General Requirements

- Be prepared to participate in Incident Management support roles appropriate to experience and qualifications.
- Act in a manner which demonstrates a commitment to CFA Inclusion and Fairness policies, procedures and regulations.
- CFA employees act in an environmentally responsible manner at all times.
- Demonstrate CFA values and behaviours and comply with the Code of Conduct.
- Comply with CFA policies, procedures and regulations.
- Other reasonable duties as required.