

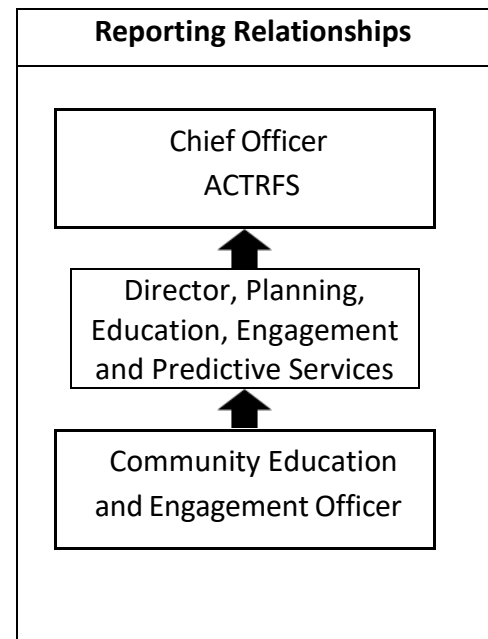


ACT
Government

Justice and Community Safety

POSITION DESCRIPTION

Directorate	Justice and Community Safety
Business Unit/Agency	Emergency Services Agency
Branch	ACT Rural Fire Service and ACT State Emergency Service
Position Number	07878
Position Title	Community Education and Engagement Officer - ACTRFS and ACTSES
Classification	Administrative Services Officer Grade 6 (ASO6)
Location	Fairbairn
Last Reviewed	July 2026



The Australian Capital Territory Public Service (ACTPS) is a values based organisation where all employees are expected to embody the prescribed core values of respect, integrity, collaboration and innovation, as well as demonstrate the related signature behaviours.

DIRECTORATE OVERVIEW

The Justice and Community Safety Directorate (the Directorate) seeks to maintain a safe, just and resilient and inclusive community.

Our purpose is to continuously improve the wellbeing of our community by delivering responsive justice and community safety services that:

- Maintain the rule of law and supports a democratic society
- Strengthens community safety;
- Protects people's legal and human rights and interests;
- Cares for and supporting people who are at a higher risk of vulnerability;
- Enhances timely access to justice;
- Builds community and business resilience to emergencies and disasters/disruptions; and
- Supports formal partnerships and shared decision making with First Nations Peoples.

We will invest in the capability of our people, and we will support them to deliver innovative and sustainable services for our ACT Community.

We will do this by demonstrating strong public sector values and behaviours; we will be community minded; legal and human rights focused; inclusive and diverse; passionate about our work and we will listen to and genuinely engage with our stakeholders

The Directorate advises and supports the following ministerial portfolios:

- Chief Minister
- Attorney-General
- Minister for Gaming
- Minister for Consumer Affairs
- Minister for Fire and Emergency Services
- Minister for Police and Crime Prevention
- Minister for Corrections and Justice Health
- Minister for Human Rights, and
- Minister for Government Services and Regulatory Reform
- Special Minister of State.

BUSINESS UNIT/AGENCY OVERVIEW

The Emergency Services Agency (ESA) is responsible for emergency management and related support arrangements in the Territory. The Agency's four operational services are ACT Ambulance Service, ACT Fire and Rescue, ACT Rural Fire Service and the ACT State Emergency Service.

The Emergency Services Agency undertakes to:

- provide emergency services 24 hours per day every day of the year
- provide its services efficiently and effectively within resource allocations
- ensure that compliance activity meets legislative standards on all occasions
- use best practice in the provision of assistance for emergencies and the conduct of community education and awareness programs; and
- train and equip our people to maintain readiness and deliver emergency services to meet agreed standards and benchmarks.

Further information can be obtained on the ESA Website <http://www.esa.act.gov.au>

BRANCH OVERVIEW

ACT RURAL FIRE SERVICE (ACTRFS) & ACT STATE EMERGENCY SERVICE (ACTSES)

The ACTRFS is responsible for community safety, the protection of people, property and the environment from bushfire. ACTRFS provides supporting resources to the broader ACTESA Services to achieve integrated emergency management response.

As part of its role the ACTRFS undertakes a comprehensive range of community education and awareness programs.

ACTRFS primary function is to provide a community-based service, resulting in the minimisation of preventable fire fatalities and casualties, damage to property and the environment, from bushfire. The ACTRFS manages and facilitates a strong volunteer member-base and maintains a close working relationship with the City and Environment Directorate (CED).

The ACTSES is primarily responsible for undertaking planning and response operations for storms and floods.

The ACTSES also provides resources to all ESA Services to achieve integrated emergency management response. The ACTSES workforce consists predominately of volunteers who are representative of the broader ACT community. The ACTSES provides the following services:

- Emergency planning and response to Storm and Flood events
- Civil defence planning and operations
- Assistance to other agencies, including the Police, ACTAS, ACTF&R and ACTRFS in the performance of their legislated functions
- Assistance to other stakeholders such as interstate SES and emergency service agencies and Air Services Australia; and
- Support for and to the community in preparation of natural hazards.

POSITION OVERVIEW

The Community Education and Engagement Officer (CEE Officer) plays a key role in supporting ACTRFS and ACTSES at the grassroots level by coordinating volunteers to deliver community education activities. These activities aim to build resilience and preparedness within the ACT community for bushfires, storms, floods, and other emergencies.

While ESA has a dedicated team for major community events, this position focuses on arranging and supporting volunteers from ACTRFS and ACTSES to attend local engagements, such as brigade visits, school programs, and community information sessions.

The CEE Officer works under general direction to ensure volunteers are effectively scheduled, equipped, and supported to deliver high quality education that empowers the community to protect themselves and their property. The role requires strong administrative capability, excellent communication skills, and the ability to develop a sound understanding of ACTRFS and ACTSES operations.

This position also contributes to broader ESA objectives by taking a 'One Agency' approach, fostering collaboration across services, and maintaining effective relationships with internal and external stakeholders.

WHAT YOU WILL DO

1. Assist in planning, organising, and delivering community education and engagement programs that support the SBMP and promote disaster resilience.
2. Develop and maintain effective relationships with volunteers, community organisations, ESA business units, and other government areas to ensure timely advice and successful program delivery.
3. Support ACTRFS and ACTSES events, including media campaigns and community programs, and maintain accurate records and statistical data on attendance and outcomes.
4. Provide high quality customer service and communicate effectively with diverse audiences, including those with varying literacy and numeracy skills.
5. Assist with the development, administration, and review of engagement tools, resources, and programs for use across the ACT.
6. Manage manual and electronic records in accordance with the *Territory Records Act 2002*, ensuring accuracy, confidentiality, and accessibility.
7. Contribute to ESA strategies and frameworks, participate in operational duties as required under the *Emergencies Act 2004*, and undertake other duties consistent with the classification.

Work Conditions

This position may require work outside standard hours, including weekends, and participation in meetings, local unit and brigade visits, and operational response activities. Participation in the Duty Officer roster may also be required.

WHAT YOU WILL REQUIRE

The following capabilities form the criteria that are required to perform the duties and responsibilities of the position.

Professional / Technical Skills and Knowledge

1. Demonstrated experience in administrative support, including record keeping, database management, and information systems.
2. Ability to build and maintain positive relationships with staff, volunteers, and stakeholders through effective communication and negotiation skills.
3. Capacity to analyse and present information to support community education strategies and program development.

Behavioural Capabilities

1. Strong verbal and written communication skills to foster collaboration and engagement across diverse groups.

2. Initiative and sound judgement to plan, prioritise, and manage workloads in a dynamic environment.
3. Ability to represent ACTRFS and ACTSES professionally in local and national forums.

Compliance Requirements/Qualifications

1. This position requires an ACT Working with Vulnerable People registration.
2. Background and Security clearance checks will be conducted including National Police Records Check.
3. A minimum of a C class ACT drivers' licence.
4. A fitness test may be required if performing fireground activities.
5. This position may be required to work after hours and at weekends, including attending meetings, local Unit and Brigade visits through periods of operational response. Participation in the Duty Officer roster in either Service may also be required.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Community Education and Engagement Officer - ACTRFS and ACTSES (P07878) and indicates how frequently each of these requirements would be performed. Please note that ACTPS is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Frequently
Standing for long periods	Occasionally
Designated workstation	Frequently

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Frequently
Fixed or specified start/finish times	Occasionally
Expected to work extensive hours over a significant period due to the nature of the duties	Never

Access to Accrued Days Off (ADO's)	Never
Peaks and troughs	Frequently
Frequent overtime	Occasionally
Rostered shift work	Never

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Occasionally
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Occasionally
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Occasionally
Lifting 10kg+	Occasionally
Climbing	Occasionally
Reaching	Occasionally
Bending/squatting	Occasionally
Push/pull	Occasionally
Sequential repetitive movements in a short amount of time	Occasionally

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Occasionally
Frequent travel – driving	Occasionally
Frequent travel – interstate	Occasionally

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Occasionally
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Occasionally
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Occasionally

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally