



MITIGATION CREW LEADER

ROLE DESCRIPTION

Cluster	Stronger Communities
Directorate Business Unit	Field Operations Area Operations
Role Number	Various
Grade	RFS Level 2/3
Date of Approval	16 March 2025
Role Description Reference No.	RD202
Website	www.rfs.nsw.gov.au

About Us

The Rural Fire Service (RFS) protects the community and our environment by minimising the impact of fire and other emergencies. Our shared vision is to provide a world standard of excellence in the provision of a volunteer-based community fire and emergency service.

The RFS was established under the Rural Fires Act 1997 and is responsible for preventing and suppressing fires in rural fire districts, as well as being the lead agency for bush firefighting across the State. The agency also operates under the *State Emergency and Rescue Management Act 1989*. For over 100 years the RFS has been a significant part of the history and landscape of NSW and is widely acknowledged as the largest volunteer fire service in the world.

Fighting fires and protecting the community from emergencies is the most visible aspect of the RFS. The Service also has many responsibilities as the lead agency for bush fire management and mitigation in NSW. Working closely with other agencies, the RFS responds to a range of emergencies including structure fires, motor vehicle accidents and storms that occur within rural fire districts.

Leadership Commitment

- Value and recognise the contribution of our people
- Create an environment where people can be at their best
- Work together to deliver the best community outcomes
- Be responsive and hold ourselves and each other to account
- Appreciate our different backgrounds and experiences make us greater

Role of the Area

Areas are responsible for taking charge of and leading their teams and Districts to ensure capabilities and performance meets organisational, member, and community expectations. Areas will ensure that all services are delivered to the highest standard and work with other areas to support organisational needs.

Role Purpose

Lead a small team to undertake a variety of tasks including hazard reduction, mitigation works, the Assist Infirm, Disabled and Elderly Residents (AIDER) program, and other operational support tasks across NSW.

Key Accountabilities

1. Supervise mitigation resources (both human and mechanical) in accordance with Service Policy and Procedures and industry best practice.
2. Apply appropriate organisational systems and practices.
3. The crew leader frequently communicates internally with fellow crew members, fellow crew leaders and RFS volunteer members as well as externally with customers, stakeholders, contractors and members of the community about AIDER, mitigation functions and operational support tasks.
4. Assist with the collection and collation of relevant data for reporting.
5. Complete all work as specified in the relevant personal work plan, mitigation work plans or as directed by the Area Command.
6. Operate in an environment that may call for flexible approaches to managing workload, working with others, and attending to tasks at short notice.
7. Undertake operational and logistical support roles at incidents, including incidental firefighting operations as required including support to airbase operations, base camp operations, and emergency management support.
8. Embed a purpose-driven culture and effective people management practices to drive member engagement and service delivery to the community.
9. Lead a proactive approach to the continuous improvement of work health and safety, ensuring safe systems of work and management commitment to member wellbeing.
10. Lead and cultivate collaborative working relationships to deliver the best organisational and community outcomes.

Essential Requirements

- RFS Crew Leader (CLW and/or CLS) certification or its equivalent.
- RFS Advanced Firefighter (AF) certification or its equivalent, and willingness & ability to undertake 'Operate in Remote Environments' & 'Helicopter Insertion Techniques' (winch) training (for Water NSW roles only).
- A current Class Medium Rigid (MR) Driver Licence (or a Class C or above and the willingness and ability to obtain an MR Driver Licence within 12 months, for Aboriginal and/or Torres Strait Islander candidates only).
- Have and maintain a level of physical fitness appropriate for arduous bush firefighting or similar intense and sustained physical activity.
- Ability and willingness to travel regularly throughout NSW.
- Aboriginality and/or Torres Strait Islander descent/identity (required for identified roles only).
- A willingness to undertake training to obtain NSW RFS mainstream and specialist qualifications, as defined by your manager.
- A willingness to work in remote locations, stay in base camps, travel in light aircraft, obtain and maintain relevant licences and heavy machinery permits, and train in the use of light machinery.

During periods of major operational activity, the incumbent may be required to support operational management activities consistent with their skills and background.

In addition to the above, a crew leader will be unable to continue operations without the following:

- First Aid certificate (HLTAID003 Provide First Aid) or equivalent (or willingness to obtain during the RFS Mitigation Induction Program).

Key Knowledge and Experience

- Genuine appreciation and understanding of a volunteer-based community service.

Role Dimensions

Decision Making

- The role routinely makes their own decisions concerning assigned work and related matters, operating within standards, policies, procedures and relevant legislation.
- The role seeks advice about matters that may be outside the scope of their normal activities or that might attract significant criticism or concern.
- The role is expected to comply with the Work Health and Safety and associated legislation in the supervision and performance of all duties.

Reporting Line

The role reports to the Area Mitigation Coordinator or Operational Officer Level 3 (Mitigation).

Direct Reports

The role has direct reports as defined by the relevant Manager Community Risk.

Budget/Expenditure

Nil.

Key Relationships – Internal





Who	Why
Coordinator	<ul style="list-style-type: none">- Escalation of issues and keep informed about the status of work duties
Work Team	<ul style="list-style-type: none">- Support the Mitigation crew and work collaboratively to contribute to achieving business outcomes.- Comply with performance expectations, direction and support.
Members (volunteer and staff)	<ul style="list-style-type: none">- Communicate with and support RFS members at all levels providing advice in respect to of a range of matters associated with the job functions.


Key Relationships – External

Who	Why
Community	– AIDER and mitigation work assistance to the community. Engage with the community in relation to bush fire preparedness

Capabilities for the Role

The [NSW Public Sector Capability Framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. **Focus capabilities** are considered the most important for effective performance of the role.

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity and Inclusion	Foundational
 Relationships	Communicate Effectively	Foundational
	Commit to Customer Service	Foundational
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
 Business Enablers	Finance	Foundational
	Technology	Foundational
	Procurement and Contract Management	Foundational
	Project Management	Foundational

	Manage and Develop People	Foundational
	Inspire Direction and Purpose	Foundational
	Optimise Business Outcomes	Foundational
	Manage Reform and Change	Foundational

For further information regarding this role description, please contact the Recruitment Team or email Recruitment@rfs.nsw.gov.au.

