



## 2B. PREPARE VOLUNTEER ROLE DESCRIPTIONS

### THINKING EXERCISE

[Repeat this exercise for each role you would like to fill]

Think about a role that is available to fill in your group. The role could be part of an operational team, a non-operational team, and/or an administrative team.

1. What would you call this role if you were to give it a title (e.g., “Social Media Officer”)?
2. How clearly defined is this role? In other words, if somebody new came into this role, how easy would it be for them to figure out what they need to do? What resources could they look at if they wanted to learn more about it?





## ROLE DESCRIPTION TEMPLATES

Once you have identified a role that needs filling, and you have given the role a name, you should list the necessary skills and capabilities required in a role description document. Think carefully about the key tasks and responsibilities for somebody in that role and note these down. Also consider the day-to-day responsibilities that may not be obvious or intuitive except to the person in that role. If somebody is already in the role, or performs part of the duties, have a chat with this person, to ensure that your information is accurate. Below are two example role descriptions: one for an operational role and one for a non-operational role. Use these examples to guide the role descriptions you can write using the blank template given. **Re-print the blank role description template given as many times as you need for the different roles you have in your volunteering group.**

### Example Role Description 1: Non-Operational Role [Social Media Officer]

Role	Social Media Officer	
Reports to	Administration Officer	
Position overview	A Social Media Officer is responsible for using social media to keep the local community up to date with what’s going on within the brigade/group/unit, as well as help to spread the word about safety.	
Time commitment	2hrs/week	
Expected busy months	<ul style="list-style-type: none"><li>• November to February</li><li>• Bushfire and holiday seasons</li></ul>	
Benefits of volunteering in this role	As a Social Media Officer, you will have the opportunity to serve the community while also challenging yourself to increase your skills in engaging an online audience. You will experience planning and designing online content, while also meeting new people.	
What is needed for this role?		
Key skills	What is most important?	How is it done?
	Using technology	<ul style="list-style-type: none"><li>• Use computers to design and post engaging online content</li><li>• Use social media sites, such as Facebook, to engage your community</li></ul>
	Planning and organising	<ul style="list-style-type: none"><li>• Plan tasks and content well in advance to meet deadlines and ensure a steady flow of content</li><li>• Keep information and resources organised</li></ul>
	Following instructions and procedures	<ul style="list-style-type: none"><li>• Follow rules and procedures around posting content on social media</li><li>• Follow appropriate instructions without challenging authority</li></ul>
Key tasks	<ul style="list-style-type: none"><li>• Using social media to create posts, upload photos, and post engaging content</li><li>• Using social media to keep the community updated</li><li>• Using social media to recruit new volunteers</li></ul>	





Physical demands	Strength	<input type="text"/> max kgs <input type="checkbox"/> Lifting <input type="checkbox"/> Carrying <input type="checkbox"/> Pushing <input type="checkbox"/> Pulling <input type="checkbox"/> If not listed, type in action here:
	Position tolerance	<input checked="" type="checkbox"/> Sitting <input type="checkbox"/> Standing <input type="checkbox"/> Bending over <input type="checkbox"/> Kneeling <input type="checkbox"/> Squatting/crouching <input type="checkbox"/> Working with arms over head <input type="checkbox"/> Working in confined spaces <input type="checkbox"/> If not listed, type in position here:
	Mobility	<input type="checkbox"/> Working at a fast pace <input type="checkbox"/> Repetitive squatting <input type="checkbox"/> Walking <input type="checkbox"/> Running <input type="checkbox"/> Repetitive kneeling <input type="checkbox"/> Crawling <input type="checkbox"/> Climbing steps, stairs or ladders <input type="checkbox"/> Repetitive trunk rotation while sitting/standing <input type="checkbox"/> If not listed, type in action here:
	Other	If not listed above, type in physical demand here:
Mental demands	<input type="checkbox"/> Fatigue <input type="checkbox"/> Dealing with own distress during emergencies <input type="checkbox"/> Dealing with distressed individuals <input type="checkbox"/> Other:	
Training provided	Introduction/Induction courses	
Probationary period	N/A	
Other requirements	<input type="checkbox"/> Working with children's check <input checked="" type="checkbox"/> Police check <input type="checkbox"/> Medical check	

**Example Role Description 2: Operational Role [Officer in Charge]**

Role	Officer in Charge
Reports to	District Manager
Position overview	An Officer in Charge is responsible for the overall operational leadership and management of their brigade/group/unit. This person plays a vital role in the safety of their local community through the development of an effective brigade/group/unit and the overseeing of incidents.
Time commitment	20+ hrs/week
Expected busy months	This role is busy all year round.
Benefits of volunteering in this role	As Officer in Charge, you will: <ul style="list-style-type: none"><li>• Be a leader in the community and play a vital role in keeping it safe</li><li>• Develop your leadership skills in a new environment</li><li>• Experience leading a team of people</li><li>• Form strong bonds with your team members</li></ul>
What is needed for this role?	





Key skills	What is most important?	How is it done?
	Leading your team	<ul style="list-style-type: none"><li>• Give clear directions to your team</li><li>• Let your team know what behaviour is expected</li><li>• Delegate tasks fairly</li><li>• Motivate team members to perform at their best</li></ul>
	Making decisions	<ul style="list-style-type: none"><li>• Make clear decisions quickly</li><li>• Weigh up risks during an emergency</li><li>• Take responsibility for your actions and others</li></ul>
	Strategising	<ul style="list-style-type: none"><li>• Develop and set strategies</li><li>• Develop visions for the future</li><li>• Work strategically to reach goals</li></ul>
Key tasks	<ul style="list-style-type: none"><li>• Lead the team during operations and debrief the team after</li><li>• Oversee that the team is working well in their assigned roles</li><li>• Monitor team safety to provide safe work practices</li><li>• Set plans regarding the development of the brigade/group/unit</li><li>• Report on hazards, accidents, and near misses</li></ul>	
Physical demands	Strength	<div>30 max kgs</div> <div><input checked="" type="checkbox"/> Lifting    <input checked="" type="checkbox"/> Carrying    <input checked="" type="checkbox"/> Pushing    <input checked="" type="checkbox"/> Pulling</div> <div><input type="checkbox"/> If not listed, type in action here:</div>
	Position tolerance	<div><input type="checkbox"/> Sitting    <input checked="" type="checkbox"/> Standing    <input checked="" type="checkbox"/> Bending over</div> <div><input checked="" type="checkbox"/> Kneeling    <input checked="" type="checkbox"/> Squatting/crouching</div> <div><input checked="" type="checkbox"/> Working with arms over head</div> <div><input checked="" type="checkbox"/> Working in confined spaces</div> <div><input type="checkbox"/> If not listed, type in position here:</div>
	Mobility	<div><input checked="" type="checkbox"/> Working at a fast pace    <input checked="" type="checkbox"/> Repetitive squatting</div> <div><input checked="" type="checkbox"/> Walking    <input checked="" type="checkbox"/> Running    <input checked="" type="checkbox"/> Repetitive kneeling</div> <div><input checked="" type="checkbox"/> Crawling    <input checked="" type="checkbox"/> Climbing steps, stairs or ladders</div> <div><input checked="" type="checkbox"/> Repetitive trunk rotation while sitting/standing</div> <div><input type="checkbox"/> If not listed, type in action here:</div>
	Other	If not listed above, type in physical demand here:
Mental demands	<div><input type="checkbox"/> Fatigue    <input checked="" type="checkbox"/> Dealing with own distress during emergencies</div> <div><input checked="" type="checkbox"/> Dealing with distressed individuals    <input type="checkbox"/> Other:</div>	
Training provided	Leadership pathway	
Probationary period	3 months	
Other requirements	<input checked="" type="checkbox"/> Working with children's check <input checked="" type="checkbox"/> Police check <input checked="" type="checkbox"/> Medical check	

**Blank Role Description Template [Re-print this template as many times as you need]**

Role		
Reports to		
Position overview		
Time commitment		
Expected busy months		
Benefits of volunteering in this role		
What is needed for this role?		
Key skills	What is most important?	How is it done?
Key tasks		





Physical demands	Strength	max kgs Lifting      Carrying      Pushing      Pulling If not listed, type in action here:
	Position tolerance	Sitting      Standing      Bending over Kneeling      Squatting/crouching Working with arms over head Working in confined spaces If not listed, type in position here:
	Mobility	Working at a fast pace      Repetitive squatting Walking      Running      Repetitive kneeling Crawling      Climbing steps, stairs or ladders Repetitive trunk rotation while sitting/standing If not listed, type in action here:
	Other	If not listed above, type in physical demand here:
Mental demands	Fatigue      Dealing with own distress during emergencies Dealing with distressed individuals      Other:	
Training provided		
Probationary period		
Other requirements	Working with children's check      Police check      Medical check	

