

Volunteer Role Summary



Role summary

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| Role title | State Communications Duty Officer – SCDO |
| Role type | LSV Appointed Volunteer |
| Business unit | EMCaR |
| Accountable to | State Lifesaving Communications Officer |
| Accountable for | NA |
| Purpose | To oversee the coordination of the LSV radio communications network and radio command centre (LSV Comms). The SCDO will provide level one triage and support for operational radio communication requests, responding to member enquiries regarding Victorian Radio Network (VRN) and LSVComms. The SCDO will also provide support to the LSVComms supervisor during day-to-day operations. |

Who we are

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| Overview of LSV | <p>Save lives and empower communities to safely enjoy water</p> <p>This purpose statement reflects our commitment to making a difference in people's lives while fostering the safe and enjoyable use of water resources. It is linked to and consistent with the proud traditions and programs of our founding organisations, the Royal Life Saving Society – Australia and Surf Life Saving Australia.</p> <p>We want every person associated with our organisation to connect with this purpose statement and inspire our volunteers, members, colleagues, and staff to continue our vital work, fuelling our passion and dedication towards our collective goals. Together, we will make a meaningful difference in the lives of individuals and communities.</p> |
| Our values | <p>At LSV, our core values help us make decisions and guide how we treat volunteers, our community, and each other. They are the standard by which we and others will judge LSV's actions.</p> <ul style="list-style-type: none">• People – we put people at the centre of everything we do• Courage – we have the courage to act• Community – we are a united community• Trust – We are trusted in our water safety programs and practices• Respect – We respect our organisation, environments and communities |
| Safeguarding children | It's everyone's responsibility at LSV to understand and comply with LSV's and SLSA's Safeguarding Children and Young People guidelines. |

Volunteer Role Summary



Risk and safety

We always take a risk-based approach, ensuring we are informed in our decision making. The safety of our staff, volunteers, and the community is at the forefront of our decisions and activities.

Key responsibilities

- Act as the first point of contact for coordination and operational support of the LSV radio communications network and Radio Command Centre (LSVComms)
- Provide level one triage and support for operational radio communication requests, ensuring timely and accurate responses
- Respond to member enquiries related to the Victorian Radio Network (VRN) and LSVComms operations
- Share operational information, issue notifications, and action tasks related to VRN and LSVComms in accordance with established procedures
- Provide communications plans, advice, and network support to the State Duty Officer (SDO) and LSVComms Supervisor to support operational decision-making
- Monitor daily LSVComms operations to ensure continuity, reliability, and compliance with operational requirements
- Understand and assess the broader operational impacts of radio network changes, providing internal approval for non-standard requests, changes, or amendments where delegated
- Liaise with VRN representatives and relevant stakeholders to respond to and manage issues causing immediate operational impact
- Act as the first point of escalation for operational or technical issues raised by the LSVComms team
- Provide operational support, direction, and guidance to the LSVComms Supervisor during day-to-day activities
- Support the welfare and wellbeing of the LSVComms team in collaboration with the LSVComms Supervisor, escalating concerns as appropriate
- Participate in an on-call roster and be available to respond to operational and emergency requirements as required by LSV

Skills and attributes

- Be a current financial member of a LSV affiliated club, minimum of two years with a club
- Experience with LSVs Command and Control structure.
- Experience with the operations of LSVComms and LSVs incident systems

Volunteer Role Summary



- An understanding of LSVs Radio Network, including the VRN, LSV repeaters and channel plans.
- Knowledge of relevant stakeholders applicable to LSV's radio network
- Detailed understanding of the VRN sites, systems and abilities, including LSVs local repeaters and hardware implementations across the state is desirable
- Experience working in the LSVComms team as a supervisor would be beneficial
- Knowledge of water safety, lifesaving, Life Saving Victoria, Surf Life Saving Australia and Royal Life Saving Society Australia is desirable
- Victorian Working with Children Check

Consultation and key relationships

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| Internal | <ul style="list-style-type: none">• LSVComms Team• State Duty Officer (SDO)• State Agency Commander (SAC)• Clubs & LSV Services• State Lifesaving Communications Officer (SLCO) | External | <ul style="list-style-type: none">• Victorian Radio Network (VRN) Representatives• VRN Service Contractors |
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Time commitment

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| Ad-hoc | <ul style="list-style-type: none">• On demand support |
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