



TITLE: SEICCC Agent This Role Reports: SEICCC Manager Reporting to this Role: Nil	ORGANISATION: South Australian Fire and Emergency Services SECTION: Public Information and Warnings (PIAW) TEAM: State Emergency Information Call Centre Capability (SEICCC)
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The State Emergency Information Call Centre Capability (SEICCC) :

The State Emergency Information Call Centre Capability (SEICCC) is an overflow from existing emergency services information lines, to support the provision of response and recovery information to the South Australian community during significant emergency events. The SEICCC Hub is located in the Adelaide CBD, and can be activated on a 24 hour basis if existing call centre arrangements have, or are predicted to be overwhelmed as a result of a significant emergency event.

The SEICCC provides emergency information to the community relating to the response and recovery phases of major emergency incidents. These calls may be, but not exclusively, prompted by the sending of an Emergency Alert message.

Primary Purpose of the Role:

The SEICCC Agent reports to the SEICCC Manager. The SEICCC Agents are responsible for the answering of telephone calls within the SEICCC environment. The role will involve responding to calls from the community providing available information relating to major emergency incidents. This role is a non-ongoing role that will only become active during the times that the SEICCC is required to be activated by emergency services or the state recovery office.

SEICCC Agents are activated in response to a request from a control agency who are predicting a mass inbound call in response to, primarily, a targeted public emergency warning campaign.

In the case of public information lines callers are provided information through an Interactive Voice Response Line to provide extra information, with the option of speaking to a call taker, should this be required.

Key Outcomes/Performance Objectives of the Role:

- To provide operational support to SEICCC manager complying with SEICCC operational agreements and procedures
- To liaise with the SEICCC Manager/Supervisor in order to deliver the information services on behalf of the activating agency
- To comply with SEICCC administrative instructions and procedures as outlined by the PIAW Unit
- To comply and follow SA public sector work, health and safety policies and procedures while operational at the hub

<p>Essential Attributes (Knowledge/Skills/Experience Requirements)</p> <p>The SEICCC Agent must:</p> <ul style="list-style-type: none"> • be currently a South Australian Government employee • regularly be available to assist SEICCC • have the ability to remain calm and controlled under pressure • be able to quickly access relevant information via online sources • be able to effectively communicate under pressure to a distressed client • be able to follow direction • be able to follow standard operating procedures as prescribed by the PIAW unit • be able to develop and maintain respectful working relationships with all stakeholders. 	<p>Desirable Attributes:</p> <ul style="list-style-type: none"> • Nil
<p>Key Challenges:</p> <ul style="list-style-type: none"> • Given the nature under which this information is sought, the information and resultant safe action by the caller, may be time critical • In a major disastrous incident, this role may become highly stressful and challenging • All performance tasks are operational at any time of the day or night 	<p>Ongoing Training Requirements:</p> <ul style="list-style-type: none"> • Undertake relevant training to fulfil role requirements of SEICCC Agent • Complete and attend refresher course twice a year • Receive regular feedback from SEICCC Supervisor /Manager following an activation/standby
<p>Resource Management:</p> <ul style="list-style-type: none"> • Nil 	<p>Key Relationships/Interactions:</p> <ul style="list-style-type: none"> • SEICCC Supervisors and Managers • SEICCC Coordinator • PIAW Manager

Key Responsibilities:

Outcome	Tasks
<p>Provide operational support to SEICCC manager complying with SEICCC operational agreements and procedures</p>	<ul style="list-style-type: none"> • Regularly be available to assist SEICCC • Attend SEICCC hub call Centre within the agreed time frame. • Independently manage PureCloud call taking and associated tasks i.e. <ul style="list-style-type: none"> ○ Change your status in PureCloud to reflect your availability ○ Accept incoming calls ○ Perform a call back ○ Mute a caller ○ Transfer a call ○ Receive a message/chat to and from supervisor/ Manager ○ Undertake live chat/ consult transfer with supervisor ○ End call including an appropriate wrap up code • Escalate any technical issues to the SEICCC Supervisor/Manager • Actively participate in debriefings • Provide feedback to the Supervisor/Manager
<p>Liaise with the SEICCC Manager/Supervisor in order to deliver the information services on behalf of activating agency</p>	<ul style="list-style-type: none"> • Identify, locate, access and search definitive sources of public safety information relevant to calls and role • Understand and describe the different levels of emergency warning messages • Understand and provide authorised incident specific information to caller • Provide useful phone numbers, websites and radio stations to caller • Use publicly available mapping and satellite imagery to determine location in relation to a caller and the incident • Provide regular updates to the supervisor and manager. • Receive regular briefings from the SEICCC Supervisor/Manager on the status of the emergency event/s
<p>Comply with operational and administrative instructions and procedures as outlined by the PIAW Unit.</p>	<ul style="list-style-type: none"> • Maintain unavailability and contact details with SEICCC Coordinator • Ensure Sign in/out with all required information as per the register. • Do not save any websites, shortcuts on hub computers other than what's on the current desktop and favourite folder. • Demonstrate professionalism and answer calls using appropriate verbal communication techniques and behaviours at all times • Follow instructions provided by activating agency and other agencies suggested by the activating agency only • Complete timesheet promptly and include all information required • Remember to log out PureCloud at the end of your shift • Leave your workstation clean and tidy for the next agent to commence work

<p>Comply and follow SA public sector work, health and safety policies and procedures while operational at the hub</p>	<ul style="list-style-type: none"> • Enter Hub location and comply with entry requirements • Set up workstation in accordance with ergonomic/safety requirements • Ensure adequate rest and meal breaks are taken • Discuss with your supervisor/manager any stressful incidents that may have affected you during your shift • Follow the guide created for you on How to Monitor and Manage Personal Stress. Access this document via Moodle • Model and maintain ethical and professional standards and maintain composure at all times • Comply and support safe individual and group workspaces • Support safe and controlled evacuation of the building if required (Refer to location specific evacuation plan available at the hub).
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Employment Conditions

Employment conditions will be governed by the Agent's Current Public Sector Role and Industrial Instrument applicable to their employment contract with the SA Government and the Public Sector Act (2009), the South Australian Modern Public Sector Enterprise Agreement (Salaried) 2017, the S.A. Public Sector Salaried Employees Interim Award and any other applicable legislation.

- The incumbent will be expected to work in a manner consistent with the Code of Ethics for the South Australian Public Sector.
- The incumbent must be prepared to be assigned to another role at this remuneration level or equivalent.
- The role is operational when the SEICCC is requested to be activated

WHS & EEO

- The incumbent is responsible and accountable for working in an equitable manner and taking reasonable care to protect his/her own health, safety and welfare and avoiding adversely affecting the health and safety of others at work by complying with WHS and EEO policies, practices and legislation.
- Demonstrated commitment to the principles and practices of Equal Opportunity and Ethical Conduct, and an understanding of, experience in, and ability to manage to the spirit and principles of Building Safety Excellence in the Public Sector and the legislative requirements of the Work Health and Safety Act 2012, and utilising AS/NZS ISO 31000 Risk management, or to an equivalent set of standards.

Customer Service

- The incumbent will provide the highest standards of customer service to clients at all levels by modelling service excellence that meets the needs of customers and enhances the corporate profile of the organisation.

Approved on behalf of the State Public Information Warnings Advisory Group by:



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Sita Bacher

Manager Public Information and Warnings

Date: 8/04/2019

Incumbent:

Name:

Regular Occupation:

Current Department:.....

Signature:

Date: / /

Copy to: Incumbent's Line Manager