

WHO WE ARE & WHAT WE DO

For over 135 years, St John Ambulance SA has supported the South Australia community to help save lives and build community resilience to improve the safety and healthcare for all South Australians. In addition to Health & Medical Services, St John Ambulance SA also provides community care, is a licensed non-emergency ambulance patient transport service, delivers nationally accredited first aid training, and is the largest provider of first aid products and equipment.

OUR OPPORTUNITY

The Operations Planner is responsible for the operational planning and staff resourcing for contracted events across South Australia. This is a dynamic role where no two days are the same. This is an exciting opportunity to work alongside other Health and Medical Services staff to roll out operational deployments and meet the needs of our clients – both our patients and our event clients.

You will learn an incredible amount around risk management, operational planning, personnel management and resource allocation. You will represent St John Ambulance SA through liaising with clients to best provide for their events. At times, you may be required to work in an operational capacity at an event as well as administrative work during business hours.

TO BE SUCCESSFUL

You will have experience in resource management, customer service and/or experience working in an Emergency Services organisation. You will need to hold a current driver's license and meet St John SA's working with children requirements.

The role requires flexibility with work hours, including capacity to work some weekends and after hours and there will some requirement for additional operational work.

WHAT NOW?

Do you think you would be perfect for this role? We invite you to apply online via [Seek](#), with your resume and cover letter detailing your suitability for the role. Please see below for a Job and Person Specification. Enquiries may be directed to Aiden D'Agostino, Manager - Health and Medical Services on 08 8306 6919.

St John SA does not accept calls from recruitment agencies.

Positions available are offered on a casual basis with shift times varying across the week and weekend. Casual wages & penalties are dependent on qualifications and experience.

St John SA values diversity in the workplace and is an equal opportunity employer. Employment is dependent upon a Criminal History check that St John finds satisfactory, a valid and current Working with Children Check, COVID vaccination certificate and the evidence of the right to work in Australia.

Job and Person Specification

Paid Staff



Position Title:	Operations Planner
Department / Function:	Health and Medical Services
Reports to:	Manager, Health and Medical Services
Award:	Miscellaneous Award 2020
Classification – Grade:	4

About St John Ambulance South Australia

St John SA's vision is to create a safe, supported, engaged and resilient South Australian community.

Our mission is to ensure the wellbeing of all South Australians is improved through St John SA's delivery of innovative, client centred, and evidence based health, community and educational products and services. All of our work is underpinned by a professional network of volunteers and staff.

Our work in local communities encompasses health services, social connection programs, youth programs, first aid training and product sales, and supporting people during times of disaster – including bushfires and floods.

St John SA acknowledges and pays respect to Australia's Aboriginal and Torres Strait Islander Peoples, the traditional custodians of the lands, waterways and skies across Australia.

OUR VALUES



Position Summary and Requirements

The Operations Planning and Resourcing Officer will work within the Event Health Services Team to ensure best practice in the planning, resourcing and delivery of event medical services at events St John SA have been engaged to attend.

Key Relationships	
Number of Direct Reports:	<ul style="list-style-type: none"> • Nil
Key Internal Relationships:	<ul style="list-style-type: none"> • Executive Team • Health and Medical Services Staff • Health and Medical Services Volunteers • Other administrative staff
Key External Relationships:	<ul style="list-style-type: none"> • Emergency Services • Event Organisers/Managers

Key Accountabilities	Key Tasks
Events	<p>Development of operational documentation to reflect client, contractual needs and planning arrangements including Event Medical Plans, Briefings and other associated documentation.</p> <p>Identify and coordinate all fleet and infrastructure to ensuring they are sourced, ordered and set up professionally during major events, including the coordination of bump in and out and restocking.</p> <p>Utilisation of an online database to roster and resource staff, uploading information as required.</p> <p>Liaise with event organisers and other stakeholders to facilitate service delivery and maintain relationships with respective stakeholders.</p> <p>Identify and facilitate appropriate rostering; including consideration of appropriate quantity and skill mix with the required event workforce.</p> <p>Represent St John SA (where required) at stakeholder meetings for major and public events.</p> <p>Ensure that Event Medical Plans are inclusive of risk management strategies that are consistent with the framework that has been developed, factoring both event specific and organisational risk exposures.</p> <p>Provide support to Command team when required by providing strategic advice including rostering considerations, allocation forecasts, contract obligations and infrastructure arrangements.</p> <p>Implement practices and business improvements to maintain efficient operations.</p>
Strategic Relationships	<p>Maintain and develop St John SA's major and public event capability.</p> <p>Establish and maintain appropriate working liaisons with key internal and external stakeholders.</p>

	Attend planning meetings and provide expert advice and handover to the St John Ambulance SA Event Commander or other agencies as required.
Business Planning	<p>Report on any anticipated budget overspend or income shortfall and advise the Manager, Health and Medical Services</p> <p>Input with quoting and invoicing of events as required.</p> <p>Continually review plans to ensure coverage of all necessary elements of conducting a successful operation.</p> <p>Maintain and update organisational policies and procedures.</p>
Workplace Health and Safety	<p>Proactively address clinical safety and child protection matters</p> <p>Ensure work station is kept safe and tidy</p> <p>Undertake work station self-assessment on an annual basis</p> <p>Follow safe and healthy work practices at all times, including reporting of hazards and incidents immediately, and referring WHS issues and requirements to Managers</p>

Knowledge, Experience and Capabilities

- Demonstrated skills in resource allocation, planning and relationships management.
- Highly developed skills in planning with proven ability to work effectively with staff from various disciplines across agencies
- Highly developed written and verbal communication skills, including abilities in negotiation
- Effective organisational and planning skills, with proven ability to meet deadlines, work under pressure to meet time critical requirements.
- Ability to accomplish projects with little supervision
- Quickly solve issues as they arise
- Planning and coordination of service delivery at mass gatherings
- Managing a multidisciplinary workforce
- Experience working with the Microsoft Office range of applications
- Experience working in major and public events
- Experience in working within an emergency services environment
- Contemporary issues relevant to major and public events
- Current emergency management systems which support major and public events, inclusive of major emergencies

Personal Attributes

Leads Self and Others

- Is self-aware and understands, manages and willingly adjusts own style and behaviour where appropriate to achieve good outcomes for the organisation.
- Is respectful, honest, ethical and trustworthy.
- Exemplifies the organisation's values and holds self and others accountable in this regard.
- Seeks and receives regular feedback on progress and performance and participates in performance review and development processes.

Resilience

- Sees that change and complexity are an essential component of working in a dynamic and satisfying environment.
- Is positive and agile when faced with adverse and/or changing circumstances.
- Is reflective, learns from mistakes and empowers others to do the same.

Engages Others

- Builds strong and sustainable relationships with colleagues, volunteers, partners and external stakeholders.
- Actively models a culture of learning, development and continuous improvement in self and others.
 - Actively contributes to building a positive, collaborative and professional culture within the Division

Qualifications

- Demonstrated experience working in an emergency services environment and experience working in customer services.
- Experience working with non-government organisations and/or emergency services essential

Essential requirements

- Current South Australian Driver's License.
- The position is based at the Unley office, but the incumbent must be prepared to relocate within St John SA should the need arise.
- Some out of hours work and intrastate travel will be required.
- Current National Police Certificate and Working With Children Check, both of which are acceptable to St John SA, prior to the commencement of employment. Continued employment is subject to the maintenance of satisfactory checks.
- Child Safe Environments training within the first six months of employment.
- Must abide by all St John SA policies and procedures, and other reasonable and lawful management directions.

St John Ambulance Australia SA Ltd

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