



## Role Description

Title:	<b>Air Crewman</b>		
Department:	Operations		
Location:	Sunshine Coast, Queensland		
Reports to:	Chief Pilot		
Direct reports:	Nil		
Key Liaisons:	Chief Operations Officer, Base Manager Gold Coast, Senior Pilot, Volunteer Crew, State Helicopter Services Advisor, Casual Pilots		
Last updated:	December 2012		
Approved Divisional Manager:	Name:	Signature:	Date:
Approved CEO:	Name:	Signature:	Date:

### Organisational Profile

**Our Vision** Zero preventable deaths in Queensland Waters.

**Our Values** Community Health Respect Integrity Safety Accountability Leadership Inclusive Equity Teamwork Trust

#### Our Commitment

We will always do what we say we will do  
We will always acknowledge performance excellence and support the people who strive to achieve it  
We will positively embrace change  
We will share responsibility for open and honest communication and collaboration  
We will be accountable to our customers for the delivery of outstanding service  
We will always positively protect and promote our brand and its values

#### Our Strategic Imperatives

**Committed** – to our Community      **Connected** – to our People      **Effective** – in our Business      **Sustainable** – for the Future

### Position Purpose

To *complete* duties of a helicopter rescue crew person by supporting the Chief Pilot in attending to operational and administrative requirements associated with SLSQ's rescue helicopter services on the Sunshine Coast.

### Key Results Area – CREW PERSON

Key Performance Indicators	TARGET
<ul style="list-style-type: none"><li>To <i>complete</i> duties of helicopter crew person as detailed in the Westpac Lifesaver Helicopter Rescue Service (WLHRS) Crew Training and Procedures Manual.</li></ul>	<ul style="list-style-type: none"><li>Annual performance review is 100% compliant with CASA and SLSQ Helicopter Operations Manuals.</li></ul>
<ul style="list-style-type: none"><li>To <i>promote</i> crew coordination in a multi crew environment.</li></ul>	<ul style="list-style-type: none"><li>In accordance with WLHRS standards, protocols and procedures organise rosters monthly and maintain crew and staff levels.</li></ul>
<ul style="list-style-type: none"><li>To <i>maintain</i> an individual log of flight times, approvals and endorsements and ensure volunteer crewman maintain up to date crew log books.</li></ul>	<ul style="list-style-type: none"><li>Flight log books are to be submitted to the Chief Pilot on a monthly basis, crew logs are up to date and 100% complaint.</li></ul>
<ul style="list-style-type: none"><li>To <i>maintain</i> a personal record of flight and crew duty times</li></ul>	<ul style="list-style-type: none"><li>Submit to the Chief Pilot monthly, 100% compliant with CASA.</li></ul>
<ul style="list-style-type: none"><li>To <i>maintain</i> statistics and draft WLHRS reports and forward approved reports to SLSQ.</li></ul>	<ul style="list-style-type: none"><li>Reports are to be submitted to COO on a monthly basis.</li></ul>
<ul style="list-style-type: none"><li>To <i>assist</i> the Chief Pilot to ensure that casual and contract pilots provide SLSQ with up to date copies of Flight and Duty time records.</li></ul>	<ul style="list-style-type: none"><li>Updated monthly, 100% compliant with CASA.</li></ul>
<ul style="list-style-type: none"><li>To <i>complete</i> adhoc projects as requested by the Chief Pilot.</li></ul>	<ul style="list-style-type: none"><li>As required, within specifications and timeframe.</li></ul>

### Key Results Area – ASSISTING CHIEF PILOT

Key Performance Indicators	TARGET
<ul style="list-style-type: none"><li>To <i>assist</i> with management and training of volunteer crewmen.</li></ul>	<ul style="list-style-type: none"><li>Crew training is regular and up to date and review monthly.</li></ul>
<ul style="list-style-type: none"><li>To <i>assist</i> in maintaining existing standards as well as the review</li></ul>	<ul style="list-style-type: none"><li>Make recommendations to the Chief Pilot; identify areas for</li></ul>

of best practice operations and standards.	improvement to be detailed on monthly staff report.
<ul style="list-style-type: none"> <li>To <i>advise</i> the Chief Pilot when equipment/gear should be maintained/replaced.</li> </ul>	<ul style="list-style-type: none"> <li>No later than one month prior to the equipment falling due for maintenance/replacement or, when unexpected, within 24 hours of receiving notice of the requirement.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>act</i> as secretary for crew meetings and helicopter advisory meetings as required and directed by the Chief Pilot.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure minutes are circulated to crew within 7 working days of meeting.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>assist</i> with developing and managing promotional, education and sponsorship opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>Liaise with the Chief Pilot and SLSQ Marketing Team - maintain relationship monthly contact.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>assist</i> the Chief Pilot by pursuing development of relationships and understanding with existing sponsors, statute authorities and local community organisations.</li> </ul>	<ul style="list-style-type: none"> <li>As directed by the Chief Pilot, 80% of feedback is of a positive nature.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>ensure</i> feedback forms are completed at the end of each Groups Hanger visit and flight demonstrations</li> </ul>	<ul style="list-style-type: none"> <li>Feedback forms completed by group representatives and filed in Customer feedback after each visitation</li> </ul>
<ul style="list-style-type: none"> <li>To <i>maintain</i> media profile folder.</li> </ul>	<ul style="list-style-type: none"> <li>Collect newspaper articles, update monthly.</li> </ul>

#### Key Results Area – HEALTH and SAFETY

Key Performance Indicators	TARGET
<ul style="list-style-type: none"> <li>To <i>assist</i> the Chief Pilot in implementing and reinforcing the Aviation Safety Program.</li> </ul>	<ul style="list-style-type: none"> <li>Must meet 100% compliance at all times.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>conduct</i> inspections and functional checks of all life saving and operational equipment and gear.</li> </ul>	<ul style="list-style-type: none"> <li>At the beginning of each day and after use.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>maintain</i> a current spreadsheet and file of crew qualifications.</li> </ul>	<ul style="list-style-type: none"> <li>Crew currencies spreadsheet and file are updated monthly.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>maintain</i> an Asset Register of all facility base gear and equipment, including brand names, serial number.</li> </ul>	<ul style="list-style-type: none"> <li>Register must be reviews and updated in August, November, February</li> </ul>

	<ul style="list-style-type: none"> <li>and May Annually</li> <li>Chief Pilot advised of any discrepancies.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>maintain</i> amenities and stock.</li> </ul>	<ul style="list-style-type: none"> <li>There are adequate supplies of fuel, oils, stationery, report and claim forms, most recent maps and charts at all times; supplies and expiry dates are checked and replenished weekly.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>proactively</i> undertake general maintenance and cleanliness of the facility.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure toilet paper/coffee/milk/soap and other office supplies are in stock, order if necessary and ensure office is cleaned weekly.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>proactively</i> assist with the maintenance and cleanliness of the aircraft under supervision of the pilot/engineer.</li> </ul>	<ul style="list-style-type: none"> <li>Aircraft are cleaned to Chief Pilot satisfaction at the end of each mission / flight</li> </ul>
<ul style="list-style-type: none"> <li>To <i>maintain</i> a current register of crew names, addresses, contact numbers and next of kin details.</li> </ul>	<ul style="list-style-type: none"> <li>Changes are made within 24 hours, update SLSQ quarterly or whenever there is a change.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>collect, impute and maintain</i> a data base of all Helicopter Service, flights, visitations and beach management statistics for SLSQ.</li> </ul>	<ul style="list-style-type: none"> <li>Data updated on Database – Spreadsheets and forwarded to the C.O.O. at the end of each month</li> </ul>
<ul style="list-style-type: none"> <li>To <i>conduct</i> safety audit.</li> </ul>	<ul style="list-style-type: none"> <li>To be conducted annually.</li> </ul>
<b>Key Results Area- TEAM, CAREER and INNOVATION</b>	
<b>Key Performance Indicators</b>	<b>TARGET</b>
<ul style="list-style-type: none"> <li>To <i>provide</i> quality customer service.</li> </ul>	<ul style="list-style-type: none"> <li>All client enquiries are acknowledged within 2 business days actioned and/or resolved within agreed timeframes.</li> </ul>
<ul style="list-style-type: none"> <li>To uphold the standards of SLSQ and lead by example.</li> </ul>	<ul style="list-style-type: none"> <li>Always punctual for work; nil legal, ethical and cultural issues; maintain workplace in a safe, and a professional demeanour at all times. 100% compliance with SLSQ policies and procedures.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>promote</i> a positive working relationship with the Lifesaving Operations team.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the team feel that they can rely on you and you feel that you can ask questions as needed.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>proactively</i> contribute to team meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Raise issues and/or observations relevant to the SLSQ team or the successful running of the organisation in a productive way.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>participate</i> enthusiastically and purposefully at all annual review meetings.</li> </ul>	<ul style="list-style-type: none"> <li>To be prepared with all relevant documentation.</li> </ul>

<ul style="list-style-type: none"> <li>• To <i>take</i> responsibility for personal and professional development.</li> </ul>	<ul style="list-style-type: none"> <li>• To research and identify Learning &amp; Development opportunities annually.</li> </ul>
<ul style="list-style-type: none"> <li>• To <i>share</i> ideas and innovative concepts to add value to the business.</li> </ul>	<ul style="list-style-type: none"> <li>• Evident in improvements of processes and procedures in your own area.</li> </ul>
<ul style="list-style-type: none"> <li>• To raise issues and/or concerns with manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Done in a timely manner, manager is aware of any concerns or issues that prevent you from achieving your KPI's.</li> </ul>
<ul style="list-style-type: none"> <li>• To promote a continuous improvement atmosphere.</li> </ul>	<ul style="list-style-type: none"> <li>• Raising and actioning at least one improvement in your area a quarter.</li> </ul>
<ul style="list-style-type: none"> <li>• To promote a positive working relationship with the Operations team.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure the team feel they can rely on you and you can ask questions as needed.</li> </ul>
<ul style="list-style-type: none"> <li>• To strive for the SLSQ mission in everything you do.</li> </ul>	<ul style="list-style-type: none"> <li>• All activities undertaken are completed are in line with the SLSQ Strategic and operations plans.</li> </ul>

## Capability Statement

Title:	<b>Air Crewperson</b>
Department:	Operations
Location:	Brisbane, Queensland
Reports to:	Chief Pilot
Direct reports:	Nil
Key Liaisons:	Nil
Last updated:	December 2011

### Qualifications

- Working with Children Blue Card or ability to obtain one quickly

### Skills & Experience

- Understanding of lifesaving or a similar community based activity
- Sound level knowledge of Association policies and constitution
- Excellent verbal and written communication skills
- Ability to think strategically
- Sound financial and budget management skills
- Knowledge of the Surf Life Saving 'products'
- Excellent negotiation skills
- High level of initiative and responsibility
- Good computer knowledge
- Ability to work autonomously

- Exceptional presentation and interpersonal skills
- Problem solving skills
- Ability to plan and prioritise workloads to meet deadlines
- Outstanding organisational and time management skills

#### **Personal Attributes**

- Outgoing and enjoy interacting with people
- Strong work ethic
- Appreciation for surf lifesaving
- Empathy for volunteerism
- Enjoy working as part of a team
- Highly developed interpersonal skills
- High level of attention to detail
- Trustworthy
- Highly organized
- Understands and willing to follow protocol
- Integrity
- Initiative
- Self-starting
- Shares information
- Supports others
- Work well under pressure
- Enjoy travel and able to spend time away from home
- Highly motivated and enthusiastic
- Able to follow strict procedures