

<b>Current Incumbent:</b>		<b>Appointment Type:</b>	Casual
<b>Location:</b>	Mount Lofty Ranges (various locations)	<b>Level:</b>	2
<b>Reporting to:</b>	Recreation & Community Programs Manager		

### PURPOSE OF THE POSITION

ForestrySA manages over 10,000 ha of plantation forestry in the Mount Lofty Ranges and 16,000 ha of Native Forest Reserves in the Mount Lofty Ranges and Green Triangle. All ForestrySA Forest Reserves are widely used and valued by the community for heritage, conservation, and recreational activities. These activities facilitate nature-based tourism and public visitation, for the long-term benefit of the people of South Australia.

The primary role of a Visitor Services Ranger is to contribute to the on-ground delivery of visitor services to ensure forest visitors have a safe and memorable experience, while protecting the commercial, environmental, and social values of forest reserves. A core objective of the role is to facilitate and monitor community use of reserves and contribute to compliance activities as necessary.

### KEY RESPONSIBILITIES

Working under supervision, the duties and responsibilities include, but are not limited to the following:

#### Community and Volunteer Engagement; Visitor and Event Support

- Participate in facilitation of visitor management and other community activities, and events, including administration of online booking and permit systems and responding to face-to-face, email and telephone enquiries from the public.
- Contribute to recreation, conservation, education and research outcomes by supporting community groups, educational institutions, volunteers and other community groups.
- Contribute to the promotion and understanding of ForestrySA's operations and obligations by effectively communicating its policies, goals and objectives to volunteers, community groups and the public.
- Contribute to and support ForestrySA's engagement with Aboriginal communities exhibiting respect for Aboriginal culture and supporting ForestrySA's commitments to reconciliation.
- Contribute to the management or upgrades of visitor infrastructure, including monitoring, maintenance, and repair.

#### Monitoring & Compliance; Emergency & Security Response

- Contribute to ForestrySA's compliance and enforcement responsibilities as per the *Forestry Act 1950* and related regulations, through active patrolling and public interaction, and associated evidence collection.
- Provide support to Ranger staff with visitor security, injury or emergency incidents.

#### Work Health & Safety, Reporting, Procurement and Administration

- Comply with safe work procedures and take a pro-active approach to identifying hazards, assessing risks and contributing to reporting for controlling risks.

### OUTCOMES

- Positive visitor experiences are maintained and enhanced through enhanced reserve facilities and presentation.
- Improved conservation and environmental outcomes are achieved through effective monitoring and patrols.

### POLICIES AND STANDARDS MANAGEMENT SYSTEM (PSMS) ACCOUNTABILITIES

To meet economic, environmental, safety and social responsibilities, employees are to:

- Seek to improve business processes and practices
- Find efficiencies, limit waste, prevent pollution, eliminate or control hazards, and manage risks
- Protect the health and welfare of all persons in the workplace
- Capture and maintain official records
- Comply with the law, consider neighbours and treat all stakeholders with respect
- Protect biodiversity, cultural assets, soil and water, and forest health and vitality.

### WORKING RELATIONSHIPS

- Maintain cooperative and productive working relationships with ForestrySA employees and contractors.
- Establish effective working relationships and interact positively with a range of stakeholders including members of the public and community groups.
- Support the General Manager Community Services and report to the Recreation and Community Programs Manager.

### SPECIAL CONDITIONS

- Rostered irregularly, including weekends and peak periods such as school and public holidays.
- Required to wear a ForestrySA uniform in accordance with ForestrySA policy.
- Required to actively participate in the Performance Development Process.
- Must comply and adhere to ForestrySA policies and procedures, including appropriate workplace behaviours that are in line with the Code of Ethics for the South Australian Public Sector.
- Out of hours work and intrastate travel may be required.
- A current minimum Class C driver's licence is required.
- The role has functions relating to working with children and is prescribed under the *Children's Protection Act 1993* as requiring a Criminal History Assessment.

### FORESTRYSA CORE COMPETENCIES

<b>Communication</b>	Demonstrates the ability to effectively communicate verbally and in writing with internal and external stakeholders with an understanding and respect for confidentiality.
<b>Teamwork</b>	Demonstrated ability to work and contribute to a small team in a supportive manner, cooperating with and assisting others.
<b>Initiative</b>	Demonstrates the ability to apply judgement and initiative under general direction, and to follow instructions and guidelines to meet set goals and team objectives.
<b>Workplace Safety &amp; IM</b>	Demonstrates the ability to work safely by acting as a role model and wearing/using safety equipment and following safe work procedures at all times. Supports co-workers injured at work.
<b>Organisational Values</b>	Demonstrates an understanding of and commitment to ForestrySA's organisational values including displaying ethical behaviour at all times.

### QUALIFICATIONS AND EXPERIENCE

#### Essential

- General knowledge and skills to understand and apply work procedures, practices, and systems.
- General knowledge and understanding of land management principles and practices particularly related to visitor management and environmental resource protection, including forestry practices and fire management.
- Experience in the use of Microsoft applications such as Outlook, Word, and Teams.

#### Desirable

- Demonstrated experience working as a Ranger or equivalent.
- An appropriate qualification in Natural Resource Management, Park Management or equivalent.

### Employee Acceptance

I have read and understood this document

**Signature**

**Date**

**Manager Signature**

**Date**

**Chief Executive Signature**

**Date**