



## Position Description

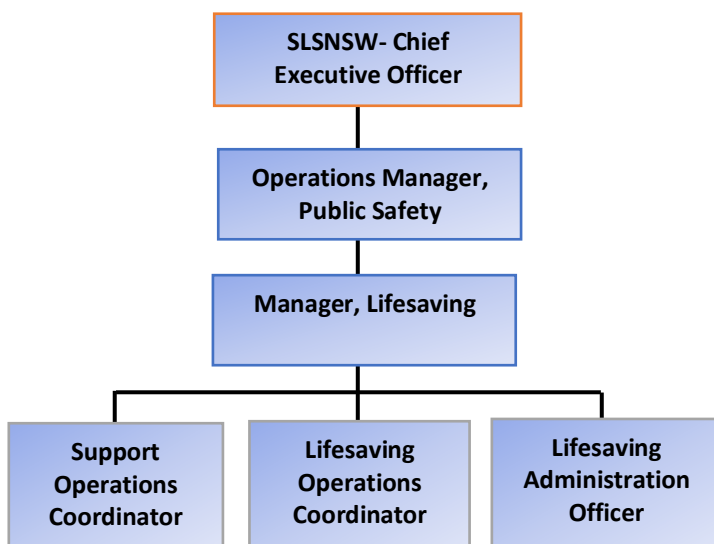
Position	Work Location	Position Description Completed
Lifesaving Operations Coordinator	SLSNSW Headquarters	December 2022
Reports To:	Direct Reports:	Department
Manager, Lifesaving	NIL	Public Safety

### PURPOSE STATEMENT

Responsible for assisting in the coordination and provision of relevant and contemporary lifesaving frontline services, programs and resources in support of Surf Life Saving NSW Strategic Plan. This role will focus on continuous improvement to ensure SLSNSW remains contemporary and has the capacity and capability to deliver its frontline services in a timely manner.

In case of large-scale SLSNSW incident responses as a Support Agency this role may assume positions in accordance with the NSW Emergency Management framework as directed.

### DIRECT REPORTING RELATIONSHIP



### SELECTION CRITERIA

Essential	Desirable
<ul style="list-style-type: none"><li>• SLSA Bronze Medallion (or equivalent) and demonstrated experience of Surf Life Saving functions, activities and awards</li><li>• Excellent communication skills both written and verbal</li><li>• Sound knowledge &amp; experience of Surf Lifesaving operations particularly gear and equipment</li><li>• Accuracy and attention to detail</li><li>• Demonstrated ability to professionally communicate with various groups both internal and external to the organisation</li><li>• Demonstrated Microsoft Office Skills (Word, Excel, PowerPoint) and relevant online platforms and tools</li><li>• Proven ability to work autonomously yet successfully contribute to a cohesive team environment</li><li>• Self-motivated and takes pride in work</li></ul>	<ul style="list-style-type: none"><li>• Administration experience</li><li>• Project management skills</li><li>• Understanding of risk assessment and auditing processes</li><li>• Rescue Water Craft (RWC) Operator</li><li>• Silver Medallion IRB Driver</li><li>• Tertiary Qualifications:<ul style="list-style-type: none"><li>○ Cert III in Public Safety (Aquatic Rescue) or above</li><li>○ Cert IV in WHS or above</li></ul></li></ul>

<ul style="list-style-type: none"> <li>• Demonstrated ability to organise work, balance priorities and complete allocated tasks within set timeframes</li> <li>• Ability to make decisions regarding administration systems and procedures</li> <li>• Driver's License</li> <li>• Energetic and enthusiastic, with an ability to adapt to different demands including intra and interstate travel, varied work hours and workload as well as tight deadlines.</li> </ul>	
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KEY OUTCOMES (KRA)	
Outcomes	Key Activities
Lifesaving Patrol Support Program	<ul style="list-style-type: none"> <li>• Coordinate and administer Lifesaving Patrol Support Program for lifesaving Clubs and Services</li> <li>• Develop and maintain resources and collateral in conjunction with other SLSNSW departments (Education, Member Services)</li> <li>• Implement a continuous improvement program focusing on lifesaving patrols</li> <li>• Provide guidance to Branches to administer the program</li> <li>• Ensure any Patrol Improvement Notices are recorded</li> </ul>
Lifesaving Service Agreements	<ul style="list-style-type: none"> <li>• Assist in the review of the Lifesaving Service Agreements</li> <li>• Support clubs and branches in determining service levels based on evidence and capability.</li> </ul>
Information Management & Collateral Documents	<ul style="list-style-type: none"> <li>• Coordination for the review of the SLSNSW Standard Operating Procedures (SOP's) as needed</li> <li>• Coordinate and provide support to development of Patrol Operations Manuals (POM's).</li> <li>• Develop and Maintain lifesaving operations procedures &amp; Patrol Captain Guides</li> <li>• Maintain online collateral, documents and manuals</li> <li>• Circulate circulars and memos for various programs</li> </ul>
Incident Investigations	<ul style="list-style-type: none"> <li>• Documenting and reporting on maritime incidents and member injuries to relevant agencies</li> <li>• Administer and review all vessel and member injury incidents, investigations and exemptions.</li> <li>• Liaise and manage relationships with external agency contacts where required, including: <ul style="list-style-type: none"> <li>○ Transport for NSW</li> <li>○ NSW Police</li> <li>○ SafeWork</li> </ul> </li> </ul>
Research and Development	<ul style="list-style-type: none"> <li>• Ensure innovation is harnessed throughout lifesaving operations</li> <li>• Identify and investigate gear and equipment to ensure both lifesaving and community safety is continually improved.</li> <li>• Consult and collaborate with both internal and external stakeholders in conducting trials of equipment.</li> <li>• Contribute to national reviews and discussions on lifesaving gear and equipment</li> </ul>
Project Management	<ul style="list-style-type: none"> <li>• Coordinate and administer Lifesaving projects that align to the Strategic Plan</li> <li>• Consult and collaborate with members, staff and external agencies as when required</li> </ul>

General Lifesaving Duties	<ul style="list-style-type: none"> <li>• Assist with administration, coordination &amp; provisions of lifesaving programs and resources in support of SLSNSW objectives where necessary,</li> <li>• Attend to special projects and other reasonable duties as required from time to time as required by the Lifesaving Manager.</li> </ul>
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PERFORMANCE STANDARDS (KPIs)	
Outcomes	Key Performance Indicators (KPI's)
Lifesaving Patrol Support Program	<ul style="list-style-type: none"> <li>• Provide evidence-based reports and data analysis to Clubs and Branches regularly</li> <li>• Ensure Patrol Improvement Notices are recorded and actioned when required.</li> <li>• The Patrol Support Program is reviewed and updated biannually in conjunction with feedback and input from other SLSNSW departments (Education, Member Services)</li> <li>• Annual report of the Lifesaving Patrol Support Program is produced prior to the May Lifesaving Standing Committee meeting.</li> <li>• Branches and clubs are consulted and understand the process and requirements.</li> </ul>
Lifesaving Service Agreements	<ul style="list-style-type: none"> <li>• Alongside the Lifesaving Administration Officer ensure all 129 Lifesaving Service Agreements are current prior to season each year</li> <li>• Alongside the Lifesaving Administration Officer ensure the State Operations Centre update their database to reflect current service levels.</li> </ul>
Information Management & Collateral Documents	<ul style="list-style-type: none"> <li>• Liaise with the Lifesaving Manager to administer the reviews of the SLSNSW SOP manual on a regular basis</li> <li>• Ensure all SLSNSW SOPs are up to date online and communicated to Clubs, Services and Branches as required;</li> <li>• Quarterly meetings are to be held with both Branch Directors of Lifesaving and State Duty Officers</li> </ul>
Incident Investigations	<ul style="list-style-type: none"> <li>• Incident database is up to date and accurate</li> <li>• Advice provided on risk mitigation and solutions to help prevent incidents from reoccurring is timely and evidence based</li> <li>• With the Lifesaving Manager, ensure effective administration and review the compliancy and any major incidents in line with relevant requirements and SLSNSW exemptions;</li> <li>• Provide an annual report on major incidents that have occurred within SLSNSW Services.</li> </ul>
Research and Development	<ul style="list-style-type: none"> <li>• Actively contribute to national reviews and discussions on lifesaving gear and equipment</li> <li>• Gear and equipment manual is up to date and identifies preferred models and reliable suppliers in NSW – online</li> <li>• Best practice advice on lifesaving operations is based on effective research and is evidence based.</li> <li>• Ensure the branches are updated with all R&amp;D projects on a quarterly basis.</li> </ul>
Project Management	<ul style="list-style-type: none"> <li>• Ensure ENVISIO is updated and projects meet the required timeframes.</li> <li>• Effective consultation with all internal departments on new projects is evident to ensure visibility.</li> <li>• Ensure projects stay within agreed schedules and budgets.</li> </ul>

General Lifesaving Duties	<ul style="list-style-type: none"> <li>Other projects as allocated from time to time by the Lifesaving Manager are carried out in a timely manner in line with agreed workplan.</li> </ul>
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CORE RESPONSIBILITIES (ALL STAFF)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	<ul style="list-style-type: none"> <li>Demonstrates action taken in identifying hazards, assessing risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace</li> <li>Demonstrates duty of care, considers own safety and the safety of others while at work</li> <li>Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times</li> <li>Is fully aware of SLSNSW's safety procedures and expectations, and actively participates and contributes</li> <li>Participates in the ongoing improvement of the SLSNSW WHS policy and visibly and constantly supports its implementation</li> <li>Practice and promote the SLSNSW Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying</li> </ul>
Organisational Culture	<ul style="list-style-type: none"> <li>Promotes and encourages personal growth and effective communication</li> <li>Understands and supports policies and procedures of the organisation as defined in the Employee Handbook</li> <li>Continually contributes to and supports volunteers &amp; staff, including Directors, Branches, Clubs &amp; Members</li> </ul>
Leadership/Teamwork	<ul style="list-style-type: none"> <li>Supports the decisions of SLSNSW Board of Directors and SLSNSW Management</li> <li>Displays willingness to assist others, shares knowledge openly, cooperates and supports the department.</li> <li>Receptive and open to feedback</li> <li>Maintains a positive and constructive attitude that promotes confidence in those around them</li> <li>Contributes to staff meetings and promotes the exchange of information throughout the organisation</li> <li>Regularly meets with Manager to discuss performance, plans and current issues</li> </ul>
Continuous Improvement	<ul style="list-style-type: none"> <li>Exercises initiative in making improvements to work processes and outcomes</li> <li>Always searches for better ways and strives for best practice</li> <li>Embraces and adapts to change</li> </ul>

### WORKING RELATIONSHIPS

**Internal:** Interacts closely with all members of the Lifesaving team related to communications, emergency management and joint-service operations issues. As required, the Lifesaving Coordinator works with the Media and Communications team for resource development and Partnerships team regarding external relationships.

**External:** The development and maintenance of external relationships with Clubs and Branches on various lifesaving activities is an important part of this role as is communicating with external parties such as equipment suppliers and various Government agencies. This role works with relevant staff at Surf Life Saving Australia and other Surf Lifesaving States/Territories to enable a consistent approach to Lifesaving matters.

### APPROVAL

This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation

Operations Manager,  
Public Safety

Date

Manager, Lifesaving

Date

I have read and understood this document and agree to perform the duties and responsibilities as listed within the list

Employee Name

Employee Signature

Date