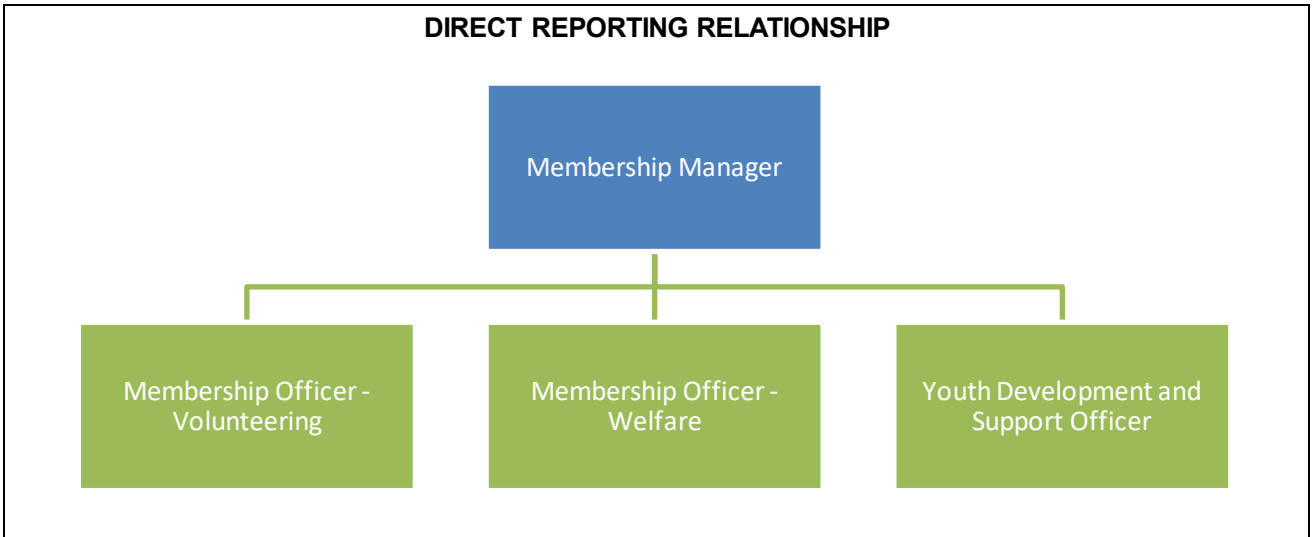




# Position Description

Position	Work Location	Position Description Completed
Youth Development and Support Officer	SLSNSW Headquarters	July 2019
Reports To:	Direct Reports:	Department
Membership Manager	NIL	Membership

PURPOSE STATEMENT
To support membership growth within Surf Life Saving NSW by delivering projects and activities designed to improve the junior and youth experience within the organisation, and to engage parents in local volunteering activities.



SELECTION CRITERIA	
Essential	Desirable
<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills along with excellent interpersonal skills.</li> <li>• Confidence and experience in liaising with a wide range of internal and external stakeholders.</li> <li>• Previous experience working with volunteers and/or working with youth and juniors.</li> <li>• Proven ability to work autonomously yet successfully contribute to a cohesive team environment.</li> <li>• Excellent attention to detail and ability to prioritise tasks, meet deadlines and multitask.</li> <li>• Ability to complete projects on time, to scope and within budget.</li> <li>• Professional manner and presentation.</li> <li>• Sound computer skills particularly Microsoft Word, PowerPoint, Excel and Outlook.</li> <li>• Driver's license as some travel within NSW may be required.</li> <li>• Flexible attitude to work, including some evening and weekend work.</li> </ul>	<ul style="list-style-type: none"> <li>• An understanding of Surf Life Saving.</li> <li>• An understanding of the volunteer lifecycle and volunteer experience.</li> <li>• Experience working in a similar role/organisation.</li> </ul>

<b>KEY OUTCOMES (KRA)</b>	
<b>Outcomes</b>	<b>Key Activities</b>
KRA 1: Service Delivery	<ul style="list-style-type: none"> <li>Identify, develop and maintain resources to assist Clubs and Branches with the delivery of junior, youth and parent engagement.</li> <li>Working with the Membership Officer – Welfare, assist in driving and delivering Surf Life Saving Australia's Safeguarding Children and Young People Program through the ongoing delivery of targeted communications plans.</li> <li>Working with the Membership Officer – Volunteering, to develop programs, resources and activities to assist with the effective engagement of parents in Surf Life Saving NSW, and with the promotion of parent pathways into volunteering.</li> <li>Coordinate the delivery of SLSNSW youth development programs, including facilitator selection, program design and event planning ensuring that they meet defined objectives of SLSNSW.</li> </ul>
KRA 2: Stakeholder Engagement	<ul style="list-style-type: none"> <li>Build and develop relationships with Branches and members through regular communications with key stakeholders.</li> <li>Work collaboratively with other areas of the organisation to ensure the key priorities and actions outlined in the organisational strategic plan are supported at all times.</li> <li>Keep up to date with best practice in junior, youth and parent engagement through active participation in relevant external networks and current best practice research.</li> <li>Represent SLSNSW in a professional manner at all times.</li> </ul>
KRA 3: Continuous Improvement	<ul style="list-style-type: none"> <li>Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes.</li> <li>Coordinate the researching, creation, delivery and review for the improvement of policies, processes, programs and resources in relevant areas of Surf Life Saving.</li> <li>Identify best practice engagement of junior and youth members within the not for profit sector, and implement for surf lifesaving.</li> </ul>

<b>PERFORMANCE STANDARDS (KPIs)</b>	
<b>Outcomes</b>	<b>Key Performance Indicators (KPI's)</b>
KRA 1: Service Delivery	<ul style="list-style-type: none"> <li>Analytics demonstrate that Clubs are utilising SLSNSW's safeguarding, junior and youth resources and programs and parent engagement resources and pathways.</li> <li>Regular communications in line with the communications plan are delivered to key stakeholders relating to junior and youth activities and parent engagement.</li> <li>Youth development programs are delivered on time and to budget, with engagement from all Branches and with positive feedback received.</li> </ul>
KRA 2: Stakeholder Engagement	<ul style="list-style-type: none"> <li>SLSNSW volunteers are well-informed of the range of resources, programs and support available to assist with junior and youth activities and parent engagement.</li> <li>Demonstrates evidence that the SLSNSW Membership Team is connected with relevant work being delivered outside of its own team, and builds other team's priorities and objectives into its own work plans and objectives.</li> <li>Demonstrates that SLSNSW beliefs and values are exhibited at all times.</li> </ul>
KRA 3: Continuous Improvement	<ul style="list-style-type: none"> <li>Demonstrates and actively works to ensuring a productive working relationship exist within own team at all times.</li> </ul>

<b>PERFORMANCE STANDARDS (KPIs)</b>	
	<ul style="list-style-type: none"> <li>Resources for junior and youth members are well researched, tested and delivered with a continuous review cycle in place.</li> <li>Feedback from key stakeholders is managed and coordinated to ensure the suite of resources is member led.</li> </ul>

<b>CORE RESPONSIBILITIES (ALL STAFF)</b>	
<b>Accountabilities</b>	<b>Key Performance Indicators (KPI's)</b>
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>

<b>WORKING RELATIONSHIPS</b>
<p>Internal: This role will work closely with other members of the team and other departments including Lifesaving, Surf Sports, Learning and Development. Building relationships with relevant membership and volunteering related roles within Clubs and Branches are of prime importance to promote engagement in SLSNSW projects and opportunities.</p> <p>External: Relationships are to be developed and maintained with relevant external organisations to support current and future members through understanding of best practice, community involvement and engagement.</p>

**APPROVAL**

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

Chief Operating Officer SLSNSW ..... Date .....

Learning and Development Manager ..... 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 .....