



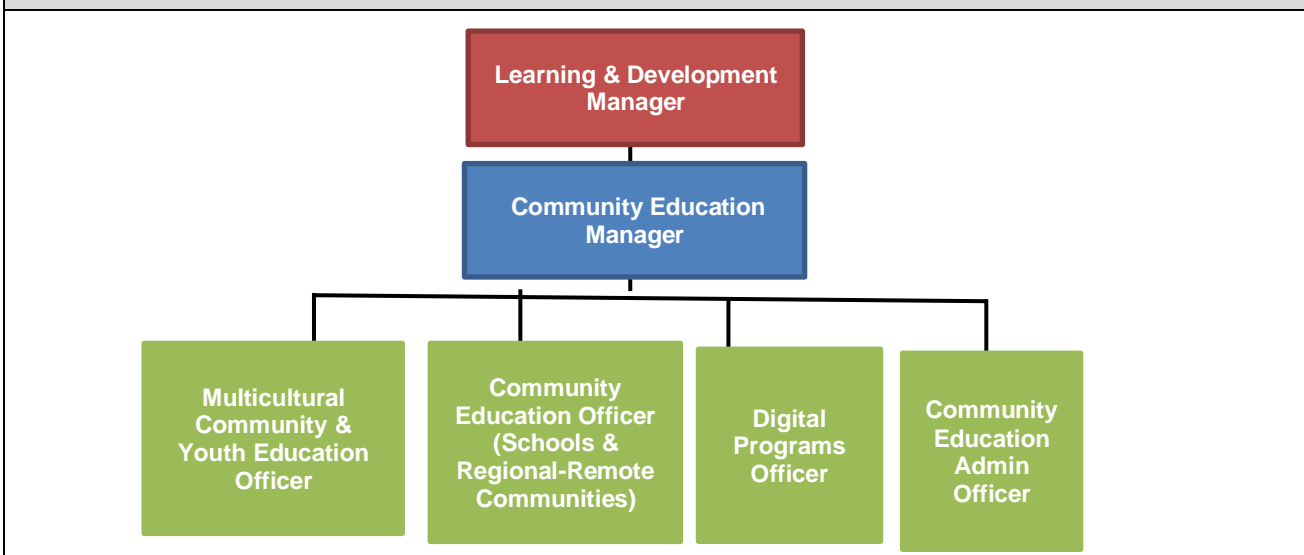
## Position Description

| Position                    | Work Location               | Position Description Completed  |
|-----------------------------|-----------------------------|---------------------------------|
| Digital Programs Officer    | Belrose NSW or as specified | Feb 2022                        |
| Reports To:                 | Direct Reports:             | Department                      |
| Community Education Manager | NA                          | Membership & Community Programs |

### PURPOSE STATEMENT

The Community Education team at Surf Life Saving NSW is in the midst of a brand-new digital presence with the launch of a number of new and exciting digital projects and programs. This is a brand-new role to support this ever-growing space and the person in this role will play a vital role in supporting all digital programs and projects currently active and those soon to launch. This role will not only support the proactive implementation of these new items into community but will also play a significant role in working to improve and expand on the digital space.

### DIRECT REPORTING RELATIONSHIP



### SELECTION CRITERIA

| Essential  | Desirable  |
|--|--|
| <ul style="list-style-type: none"><li>• High level of experience and confidence with digital technologies.</li><li>• Experience with setting up and running video conferencing equipment, and/or Virtual Reality setups.</li><li>• Knowledge or experience with learning management systems and/or WordPress.</li><li>• Knowledge or experience running livestreams and/or using GoPro equipment.</li><li>• Ability to multitask and meet strict deadlines</li><li>• Strong presentation, communication, and interpersonal skills</li><li>• Demonstrated ability to work as a team</li><li>• Proven reliability and punctuality</li><li>• Personal attributes of flexibility, positivity, energy, and self-motivation;</li></ul> | <ul style="list-style-type: none"><li>• Experience and/or confidence in presenting to audiences online.</li><li>• Experience managing small groups of casual staff or volunteers.</li><li>• Qualification or experience in education, communication, or other relevant discipline.</li></ul> |

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| <ul style="list-style-type: none"> <li>• Sound administration, accuracy, attention to detail and time management skills</li> <li>• Intermediate PC Skills (Word, PowerPoint);</li> <li>• Working with Children's Check verification number (employment, not volunteer).</li> </ul> |  |
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| KEY RESPONSIBILITIES    |  |
|-------------------------|--|
| Outcomes                | Key Activities   |
| KRA 1: Digital Projects | <ul style="list-style-type: none"> <li>• Continually monitors the Beach &amp; Coastal Safety Hub to ensure it is up to date and reports back on key statistics to the Community Education team and manager.</li> <li>• Facilitates and supports the update of new content and creation of new pages on the hub in collaboration with other community education team members.</li> <li>• Facilitates and supports the creation of new programs and modules within the Digital Learning Centre in collaboration with other community education team members,</li> <li>• Takes responsibility for the management of the community education VR drone simulation and VR trailers and their implementation into community events.</li> <li>• Monitors and reports on the schools and community gamification and supports the update of content as needed.</li> <li>• Continually seeks ways to improve the digital space and works with the manager on other new digital projects as they arise.</li> </ul>   |
| KRA 2: Digital Programs | <ul style="list-style-type: none"> <li>• Takes responsibility for the development and running of the Livestream space and looks for ways to improve and develop these programs.</li> <li>• Supports and facilitates the delivery, development and improvement of the virtual program space.</li> <li>• Works with the Admin Officer and other relevant team members to ensure virtual programs are delivered as needed.</li> <li>• Continually looks for new ways to engage with wider communities through digital and online programs and stays on top of new equipment and platforms that can support improved and increased engagement.</li> </ul>  |
| KRA 3: Program Delivery | <ul style="list-style-type: none"> <li>• Present to schools and community groups as required through digital means.</li> <li>• Supports and assists in the training of casual staff to deliver digital programs.</li> <li>• Ensure that sufficient equipment and resources are available for each program, liaising with Surf Life Saving NSW regarding any shortfalls in the quality or quantity of resources/equipment</li> <li>• Take responsibility for the delivery of the programs, ensuring that the activities delivered, and outcomes achieved reflect the program lesson plan</li> <li>• Act on any feedback received during the program in an appropriate and professional manner</li> <li>• Support the inclusion of people who are from culturally and linguistically diverse backgrounds and those with disability;</li> <li>• Communicate effectively with participants, teachers and fellow staff before, during and after the program and actively encourage their involvement in the activities where appropriate</li> <li>• Ensure equipment is used appropriately</li> <li>• Conduct a debrief at the end of the program, noting any feedback received from program staff and passing this to the Community Education Manager;</li> <li>• Collect equipment at the end of the program and ensure that it is in a fit-for-purpose state for use at the next practical program</li> <li>• Adhere to the relevant SLSNSW policies and procedures that relate to SLSNSW Community Education programs.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• Represent SLSNSW in a professional manner while undertaking work on SLSNSW Community Education Programs</li> <li>• Refer all media enquiries to the Community Education Manager or the SLSNSW Media and Communications team</li> <li>• Assist the Community Education Manager with any other reasonable tasks as required.</li> </ul> |
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| PERFORMANCE STANDARDS (KPIs) |   |
|------------------------------|---|
| Outcomes                     | Key Performance Indicators (KPI's)  |
| KRA 1: Digital Projects      | <ul style="list-style-type: none"> <li>• Beach &amp; Coastal Safety hub is up to date.</li> <li>• New pages and content are added to hub in a timely and efficient manner.</li> <li>• New programs and modules are created and added to the DLC in a timely and efficient manner that means known deadlines.</li> <li>• VR drone simulation is successfully implemented into community events and receives positive feedback from community members.</li> <li>• VR trailers are updated with needed equipment and receive positive feedback from users.</li> <li>• Schools and community gamification is monitored and any new content is added timely and efficiently.</li> <li>• The community education team and manager are kept up to date on new and existing relevant technologies.</li> </ul> |
| KRA 2: Digital Programs      | <ul style="list-style-type: none"> <li>• Livestreams are developed and run successfully and regularly with positive feedback from viewers.</li> <li>• Virtual programs continue to receive positive feedback from participants and casual staff feel supported and confident.</li> </ul>  |
| KRA 3: Program Delivery      | <ul style="list-style-type: none"> <li>• Successful, timely and safe delivery of programs</li> <li>• Appropriate attire to be worn during all programs</li> <li>• Nil safety breaches or injuries</li> <li>• Act on any feedback received during the program in an appropriate manner</li> <li>• Feedback in post program surveys demonstrates that learning has taken place and objectives have been met.</li> <li>• Positive working relationships with stakeholders</li> <li>• Programs are delivered in line with lesson plans and objectives</li> <li>• Feedback in post and follow up program surveys reflects a positive, inclusive, and safe experience.</li> </ul>   |

| 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> </ul>  |

|                        |   |
|------------------------|---|
|                        | <ul style="list-style-type: none"> <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: This role works closely with all SLSNSW Community Education staff, water safety personnel.

External: This role will work closely with participants and teachers, CALD community contacts, and will act as role models for the participants.

#### APPROVAL

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

Community Education Manager \_\_\_\_\_ Date \_\_\_\_\_

Learning & 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 \_\_\_\_\_