POSITION DESCRIPTION

SURF LIFE SAVING NEW SOUTH WALES

POSITION	WORK LOCATION	POSITION DESCRIPTION COMPLETED
Volunteer Engagement Officer	Belrose	March 2022
REPORTS TO:	**DIRECT REPORTS:**	**DEPARTMENT**
Membership Manager	N/A	Membership & Community Programs

PURPOSE STATEMENT
To support membership growth and retention within Surf Life Saving NSW by delivering projects and activities designed to promote and enable best practice in relation to volunteer recruitment, induction, retention and inclusion.

SELECTION CRITERIA	
Essential	**Desirable**
• An understanding of the volunteer lifecycle, including recruitment, induction and retention strategies. • Experience in project coordination. • Experience in developing a wide range of written resources and communications for current and future members. • Experience in developing and maintaining relationships. • Ability to independently conduct research using a range of sources, analysing findings to support content development or responses to queries. • Experience of evaluating the impact / outcome of programs or projects and developing recommendations for continuous improvement. • Excellent interpersonal and customer service skills along with excellent written and verbal communication skills. • Excellent attention to detail and ability to prioritise tasks, meet deadlines and multi task. • An ability to prioritise competing demands and demonstrated attention to detail. • Sound computer skills particularly Microsoft Word, PowerPoint, Excel and Outlook. • Current Driver's Licence. • Flexible attitude to work, including evening and weekend work.	• Knowledge of inclusive practices within the workplace. • Understanding of learning and development practices. • Tertiary qualifications in a relevant discipline. • Surf Life Saving knowledge and experience particularly in relation to the volunteer journey and pathways within the organisation.

DIRECT REPORTING RELATIONSHIP

KEY ROLE RESPONSIBILITIES	
Responsibility	**Description of Responsibilities**
Project Coordination	• Coordinate the annual Member Exit Survey and Volunteer Satisfaction Survey including reporting on insights from data. • Map the SLSNSW member journey and identify key projects to support positive member experiences. • Coordinate, or support the coordination, of identified member focused projects from the 2021-24 SLSNSW Strategic Plan. • Support the ongoing development and delivery of the SLSNSW Leadership Development Framework. • Attend to special projects and other reasonable duties as required from time to time as required by manager.
Resource Development & Promotion	• Develop and maintain resources and communications to support members throughout their SLS engagement. • Review, refine and promote recruitment and retention initiatives including the SLSNSW Brand Centre, Trailers, campaigns and collateral. • Maintain content/resources on SLSNSW's website and SLSA's Member's Area Library.
Stakeholder Engagement	• Build and develop relationships with members at all levels through regular communications with key stakeholders. • Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes. • Work collaboratively with other areas of the organisation to ensure the key priorities and actions outlined in the strategic plan are supported at all times. • Keep up to date with best practice in volunteering through active participation in volunteering networks. • Represent SLSNSW in a professional manner at all times.

CORE ACCOUNTABILITIES (ALL EMPLOYEES)	
Accountabilities	**Key Performance Indicators (KPI's)**
Work Health and Safety	• 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 • Demonstrates duty of care, considers own safety and the safety of others while at work • Reasonably complies with WHS guidelines and procedures, using protective clothing or equipment provided at all required times • Is fully aware of SLSNSW's safety procedures and expectations, and actively participates and contributes • Participates in the ongoing improvement of the SLSNSW WHS Policy and visibly and constantly supports its implementation • Practice and promote the SLSNSW Equal Employment Opportunity (EEO), Anti-Discrimination, Anti-Bullying and Harassment Policy by treating fellow employees and others fairly and equitably and without discrimination, harassment or bullying.
Organisational Culture	• Promotes and encourages personal growth and effective communication • Understands and supports the Code of Conduct, policies and procedures of the organisation • Continually contributes to and supports volunteers & employees, including Directors, Branches, Clubs & Members.
Leadership/Teamwork	• Supports the decisions of SLSNSW Board of Directors and SLSNSW Management • Displays willingness to assist others, shares knowledge openly, cooperates and supports the department • Receptive and open to feedback • Maintains a positive and constructive attitude that promotes confidence in those around them • Contributes to team meetings and promotes the exchange of information throughout the organisation • Regularly meets with Manager/ team to discuss performance, plans and current issues.
Continuous Improvement	• Exercises initiative in making improvements to work processes and outcomes • Always searches for better ways and strives for best practice • Embraces and adapts to change.

WORKING RELATIONSHIPS
Internal – SLSNSW Staff; SLSNSW Branches; SLSNSW Clubs and Members; Surf Life Saving Australia IT Team. **External** – Includes, but not limited to: Centre of Volunteering, NSW Office of Sport.

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	.....
Chief Executive Officer	.....	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	.....