



POSITION DESCRIPTION

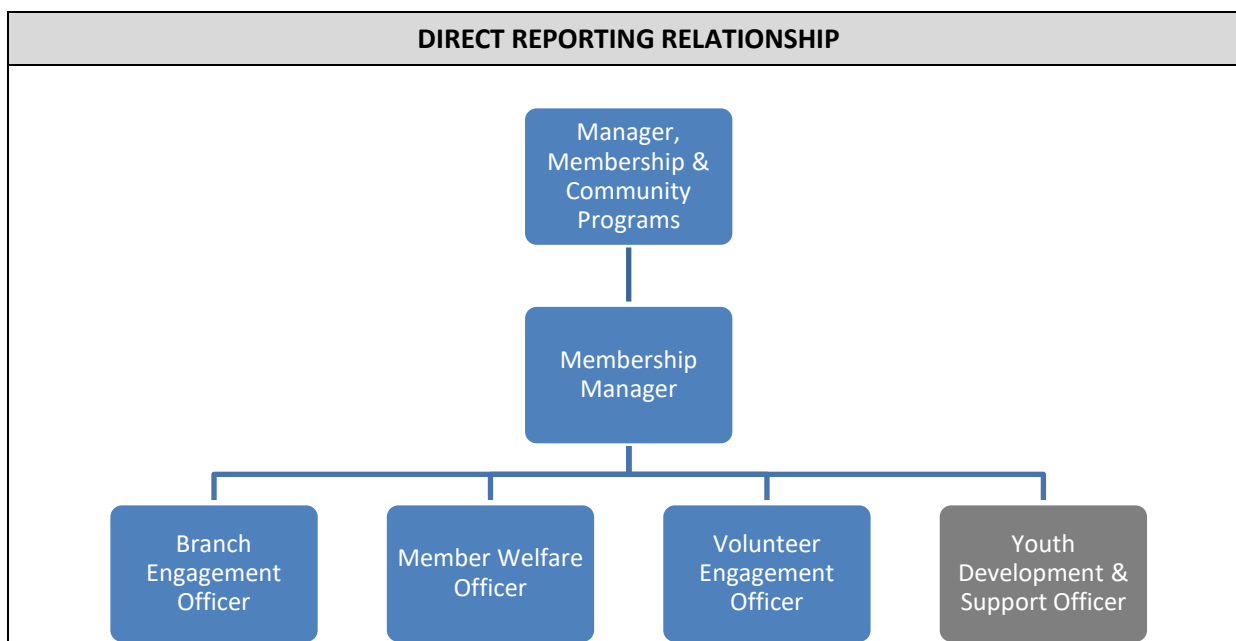
POSITION	WORK LOCATION	POSITION DESCRIPTION COMPLETED
Youth Development and Support Officer	Belrose	March 2022
REPORTS TO:	DIRECT REPORTS:	DEPARTMENT
Membership Manager	N/A	Membership & Community Programs

PURPOSE STATEMENT

This role supports membership projects, member recognition and youth engagement at Surf Life Saving NSW. Outstanding customer service and attention to detail will assist in achieving key outcomes for members and the membership team.

SELECTION CRITERIA

Essential	Desirable
<ul style="list-style-type: none"> • Excellent interpersonal and customer service skills along with excellent written and verbal communication skills. • Sound computer skills particularly Microsoft Word, PowerPoint, Excel and Outlook. • An ability to prioritise competing demands and demonstrated attention to detail. • Experience in developing a wide range of written resources, including content for publications, websites and e-communications. • Experience in project coordination. • 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. • Current Driver's Licence. • Flexible attitude to work, including evening and weekend work. 	<ul style="list-style-type: none"> • Tertiary qualifications in a relevant discipline. • Surf Life Saving knowledge and experience. • Previous experience of event planning/coordination. • Ability to analyse information and/or data and present consolidated results.



KEY ROLE RESPONSIBILITIES	
Responsibility	Description of Responsibilities
Resource Development & Promotion	<ul style="list-style-type: none"> Maintain resources and offer support for Junior Activities in NSW including support for Junior Activity Chairs, Age Managers and parents. Support the delivery of inclusive nippers including the delivery of the Inclusive State Championships. Maintain content/resources on SLSNSW's website and SLSA's Member's Area Library.
Project Coordination	<ul style="list-style-type: none"> Coordinate the SLSNSW's Awards of Excellence, including award selections and event planning. Coordinate external award nominations for SLSNSW members working closely with other SLSNSW portfolios to ensure relevance. Coordinate the Youth Development Programs (eg Junior Lifesaver of the Year, Youth Opportunity Makers Workshop). Provide ongoing support to Clubs and Members to comply with Working with Children Check requirements. Attend to special projects and other reasonable duties as required from time to time as required by manager.
Stakeholder Engagement	<ul style="list-style-type: none"> Develop and maintain relationships internally and externally to support continuous improvement in areas of responsibility. Support Community Nipper Club needs throughout the season. Work cooperatively within a team, exchange information and assist other team members to achieve team objectives and work outcomes; Represent SLSNSW in a professional manner at all times; 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.

Administration	<ul style="list-style-type: none"> • Maintain an efficient and member centred approach to member enquiries and membership team administrative activities. • Manage incoming calls and emails with a high level of customer service. • Research answers to queries and contribute towards continuous improvement activities when common FAQs arise. • Create and maintain reports, Excel spreadsheets and online forms.
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CORE ACCOUNTABILITIES (ALL EMPLOYEES)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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; External – Includes, but not limited to: Sport NSW, Rotary Emergency Services Community Awards

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 _____