



Position	Location	Position Description Completed
State Welfare Officer	Local Branch	July 2021
Welfare Authority		Operational Authority
SLSNSW Member Welfare Officer		Forward Commander

PURPOSE STATEMENT

State Welfare Officers are responsible for supporting the mental welfare of volunteers following potentially traumatic incidents attended while on duty.

ROLE & RESPONSIBILITIES

All State Welfare Officers will:

- Attend incidents onsite and make calls to provide one or more post-incident well-checks in line with SLSNSW's Critical Incident Management Support Procedures.
- Case manage referrals for Critical Incident Management Support as required in conjunction with SLSNSW's Member Welfare Officer.
- Ensure appropriate reports, recommendations, and general record keeping is completed, following the correct operating procedures.
- Promote a professional image of Surf Life Saving to internal and external partners.
- Promote positive interaction between lifesaving services and external organisations.
- Provide support material as required and available from SLSNSW.

Depending on their skills, experience & availability, some State Welfare Officers will also:

- Work with the SLSNSW Member Welfare Officer to deliver information sessions to members raising awareness of the Critical Incident Management Support Procedures.
- Work with the SLSNSW Member Welfare Officer to deliver Psychological First Aid (PFA) training to members.

Key Challenges

- Exposure to potentially traumatic incidents, material and potentially traumatised people.
- Volunteering flexibly and travelling to attend sites after hours and on weekends as required.
- Engaging with and educating volunteers who may be resistant to the new SLSNSW process of critical incident management.

Role Requirements

- Working with Children Check (or willing to obtain)
- NSW drivers' licence
- Be a current, financial member of SLSNSW Club.

SELECTION CRITERIA	
Essential Skills	Essential Knowledge
<ul style="list-style-type: none"> • Ability to respond appropriately to members requiring support post incident, using conversational skills to create a supportive environment and develop rapport • Ability to work in a high-pressure environment • High problem-solving ability: analysing available information and choosing the optimal solution • Ability to manage own workload, consistently adhering to SLSNSW protocols • Ability to work within a team • Ability to seek assistance and support when required • Clear communication skills 	<ul style="list-style-type: none"> • Recognising the signs and symptoms of members requiring support post-incident. • Knowledge of local, state and national support services available and referring individuals where necessary • Self-awareness in relation to their level of competence and any limitations. • Understanding of reporting and recording requirements of sensitive information in adherence with privacy legislation. • Understanding of responsibilities around confidentiality including its limitations.
PREFERRED QUALIFICATIONS OR EXPERIENCE	
Qualification or experience in mental health related discipline such as:	
<ul style="list-style-type: none"> • Peer supporter • Social or Community work • Counselling • Crisis intervention • Previous experience in crisis management or assisting the mental welfare of others 	<ul style="list-style-type: none"> • Occupational rehabilitation • HR/WHS • Case management • Psychology • Ability to perform psychological first aid (<i>noting this is not the same as mental health first aid</i>)
CHARACTERISTICS	
<ul style="list-style-type: none"> • Genuine interest in helping others • Community minded • Organised • Resilient • Self-directed (self-control and management) • Good prioritisation skills 	<ul style="list-style-type: none"> • Ability to adapt style • Professional yet affable • Flexibility • Self-awareness – insight into competence • Integrity • Good moral judgement
KEY STAKEHOLDER RELATIONSHIPS	
<ul style="list-style-type: none"> • SLSNSW Members • SLSNSW Member Welfare Officer • Duty Officers • Branch Directors of Lifesaving and Member Services • Club and Branch Presidents 	