

POSITION DESCRIPTION

SURF LIFE SAVING
NEW SOUTH WALES



POSITION	WORK LOCATION	POSITION DESCRIPTION COMPLETED
Volunteer Complaints Officer	Belrose	October 2023
REPORTS TO:	DIRECT REPORTS:	DEPARTMENT
Chief Operating Officer	N/A	Administration

PURPOSE STATEMENT

To support the application of the SLS Complaints Handling Policy and Procedures throughout the SLSNSW Community. This will be achieved by assisting clubs and branches to ensure appropriate complaints handling as specific matters arise, and to more broadly assist through pro-active training and advice to clubs and branches. To act as the Complaints Manager for matters which are required to be managed directly by SLSNSW.

SELECTION CRITERIA

Essential	Desirable
<ul style="list-style-type: none"> • An understanding of the volunteer/community membership sector. • Experience in dispute resolution processes. • Experience in applying policies and procedures related to Human Resource issues and/or legal issues • Experience in developing and maintaining relationships. • Ability to independently conduct investigations and assessment of complaints or grievances • Experience in interpreting and operating within a policy heavy environment • 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 on occasion. 	<ul style="list-style-type: none"> • Tertiary qualifications in a relevant discipline <ul style="list-style-type: none"> ○ Human Resources ○ Legal/Para legal ○ Dispute Resolution • Surf Life Saving knowledge and experience particularly in relation to volunteer dynamics

DIRECT REPORTING RELATIONSHIP



Commented [PA1]: Can you get Valerie to do a dotted line from the Complaints Officer to the Membership Manager

KEY ROLE RESPONSIBILITIES

Responsibility	Description of Responsibilities
Club/Branch Complaints Assistance	<ul style="list-style-type: none"> • Appropriately triage and assign complaints appropriately as they are received through the SLS complaints portal or directly via other channels. • Advise and assist clubs on correct and appropriate approaches to managing complaints as per the SLS policy and procedures • Pro-actively check-in on clubs/Branches who are managing complaints to ensure their timely and appropriate conclusion • Trouble shoot issues related to individual approach by Clubs Branches
Resource Development & Promotion	<ul style="list-style-type: none"> • Advise clubs and Branches on sourcing Complaints Managers and investigators • Assist the Club Service's Manager with training and resources for Club & Branch MPIOs and Complaints Managers • Assist the Club Services Manager with workshops (face to face and or virtual) for MPIO's and Complaints Managers
Direct Management of Complaints/State level complaints	<ul style="list-style-type: none"> • Identify where complaints must be or are best managed by the State Office • Undertake the role of State Complaints Manager in such instances which may include acting as investigator where required • Ensure the efficient, procedurally correct and timely resolution of all state managed complaints • Liaise with SLSNSW's legal counsel on matters to ensure legally and procedurally appropriate processes are being undertaken/interpretations made • Liaise and manage complainants, respondents and other stakeholders respectfully and confidentially for each complaint

Reporting	<ul style="list-style-type: none"> • Maintain the SLSNSW complaints Portal, ensuring timely updating of all case files and documentation • Report monthly the status of complaints to the COO for presentation to the Board • Liaise with the COO as to progress of complaints being managed • Provide other reports, updates and insights to assist in the strategic approach to complaints management and cultural development within SLSNSW including collaborating with the Membership Manager and Club Services manager as required and appropriate • Liaise with the COO and GM Culture & Capability on any Children and Young People related matters
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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; 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 _____ Date _____
SLSNSW

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 _____