



Position Description

| Position | Work Location | Position Description Completed |
|--|-----------------|--------------------------------|
| Program Change Lead – Volunteer Training | Flexible | October 2025 |
| Reports To: | Direct Reports: | Department |
| Training & Education Manager | NIL | Culture & Capability |

PURPOSE STATEMENT

This position is responsible for leading the implementation of a new ‘articulated credit model’ for training delivery and assessment within Surf Life Saving NSW. The role will rationalise volunteer trainer and assessor programs (transitioning from VET-accredited to non-accredited), review and update policies and procedures to align with AQTF criteria, and plan and deliver change management activities including communications and presentations to support volunteer members through the transition.

SELECTION CRITERIA

| Essential | Desirable |
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| <ul style="list-style-type: none"> • Demonstrated experience in project management and change implementation. • Excellent written and verbal communication skills, with strong interpersonal abilities. • Proven ability to review, develop, and implement policies and procedures. • Experience with online learning platforms (preferably Canvas). • Ability to work collaboratively and autonomously. • Attention to detail and structured approach to project delivery. • Flexible attitude to work, including evening and weekend work. • Willingness to travel intrastate. • Current Driver’s license. | <ul style="list-style-type: none"> • Sound knowledge of AQTF and/or VET frameworks. • Experience in volunteer-based organisations. • Ability to analyse information and present professional reports/results. • Experience in communications and stakeholder engagement. |

KEY OUTCOMES (KRA)

| Outcomes | Key Activities |
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| KRA 1: Project Implementation & Coordination | <ul style="list-style-type: none"> • Lead the implementation of the articulated credit model for training delivery and assessment. • Rationalise and redesign volunteer trainer and assessor programs, transitioning from VET-accredited to non-accredited. • Develop and maintain project management documentation (plans, budgets, timelines). • Monitor and report on project progress to stakeholders. |

| KEY OUTCOMES (KRA) | |
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| | <ul style="list-style-type: none"> Collaborate with internal teams to ensure successful delivery. |
| KRA 2: Policy & Procedure Review | <ul style="list-style-type: none"> Review, update, and develop policies and procedures to align with AQTF criteria and the new training model. Ensure compliance and quality standards are met. Support the implementation of new policies and procedures across clubs and branches. |
| KRA 3: Change Management & Communications | <ul style="list-style-type: none"> Develop and deliver communications and presentations to create awareness and support volunteer members through the change. Engage with stakeholders to understand needs and address concerns. Coordinate and/or assist with the development and sharing of resources to assist volunteer educators. |
| KRA 4: Stakeholder Engagement & Support | <ul style="list-style-type: none"> Build and develop relationships with clubs, branches and members. Provide guidance and support to volunteer trainers and assessors during the transition. Attend meetings and facilitate discussions as required. |

| CORE RESPONSIBILITIES (ALL STAFF) | |
|--|---|
| 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 Opportunity, Harassment and Bullying policy by treating fellow staff 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 policies and procedures of the organisation as defined in the Employee Handbook. Continually contributes to and supports volunteers & staff, 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. |

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| | <ul style="list-style-type: none"> • Contributes to staff meetings and promotes the exchange of information throughout the organisation. • Regularly meets with Manager 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 |
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| <p>Internal: Works closely with all members of the Training & Education Team alongside the wider Culture & Capability Team. Works also with Surf Life Saving NSW/Australia staff teams, Branch Directors of Education, clubs, trainers and assessors.</p> <p>External: Potential to collaborate with third party system providers, course designers and compliance specialists.</p> |

| APPROVAL |
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| <p>This position description has been reviewed and is considered to accurately reflect the requirements of the role and the organisation</p> |
| <p>COO _____ Date _____</p> |
| <p>CEO _____ Date _____</p> |
| <p>I have read and understood this document and agree to perform the duties and responsibilities as listed within the list</p> |
| <p>Employee Name _____</p> |
| <p>Employee Signature _____ Date _____</p> |