



POSITION	LOCATION	DATE
Peer Support Officer	Flexible	August 2026
REPORTS TO	Position Type	
Branch Director of Lifesaving/SLSNSW Wellbeing Team	Volunteer Position	

PURPOSE STATEMENT

Peer Support Officers are responsible for supporting the mental health and wellbeing of patrolling members and staff by providing support, referrals and well checks following critical incidents primarily within their branch.

Peer Support Officers will work closely with the Branch Lifesaving Team and will be activated by the SOC in conjunction with the Branch Duty Officer. Wellbeing information, support and resources will be provided in conjunction with SLSNSW.

Note: SLSNSW Branch and State Duty Officers cannot apply for a Peer Support Officer position.

KEY ROLE RESPONSIBILITIES

Responsibility	Description of Responsibilities
Provide support to members/operational staff following critical incidents	Work with the SLSNSW team to provide localised support to members and operational staff in person or via phone after a critical incident, applying Psychological First Aid (PFA) principles. This may include being part of an on-call roster to attend onsite at a location within your Branch. Support Duty Officers by handling the wellbeing component of incidents. This may include individual member and operational staff support, provision of wellbeing information sessions, information collection and bystander assistance. Complete post-incident well checks in line with SLSNSW's Critical Incident Management Support Procedures. Provide support material as required and available from SLSNSW. Encourage and assist members and operational staff to connect with appropriate internal and external support services. Participate in relevant training and/or professional development activities, as arranged by SLSNSW to ensure knowledge and skills are maintained to an appropriate standard.
Effective Recording and Reporting	Ensure record keeping is completed in a timely and confidential manner, following SLSNSW's operating procedures.
Member/Operational Staff Engagement	Promote a professional image of Surf Life Saving to internal and external stakeholders. Work with Lifesaving and Wellbeing teams to ensure effective delivery of post critical incident wellbeing support.

SELECTION CRITERIA	
Essential Criteria	Essential Knowledge
• Must be over 18 years of age. • Completed the SLISA Child Safe Awareness Training. • Must be able to demonstrate an understanding of appropriate behaviours when engaging with Children/Young People and diverse populations. • Current drivers' licence. • Be a current, financial member or staff of SLSNSW.	• Thorough understanding of club and branch support operations and call out protocols. • Sound understanding and awareness of mental health. • Understanding of signs and symptoms of healthy/unhealthy functioning in members and operational staff post-incident. • Knowledge of support services available and basic referral processes. • Self-awareness in relation to level of competence, boundaries, and limitations. • Understanding of reporting and recording requirements of sensitive information. • Understanding of responsibilities around confidentiality including its limitations. • Strong awareness and application of Psychological First Aid (noting this is not the same as mental health first aid).
Essential Skills/Attributes	Desired Skills
• Strong interpersonal communication and listening skills. • An empathic, approachable and non-judgemental demeanour. • Ability to manage composure during high stress situations. • Demonstration of a genuine commitment to support others. • Ability to build relationships and maintain appropriate boundaries. • Ability to maintain confidentiality and demonstrate trustworthiness. • Ability to identify and manage ethical concerns appropriately. • Sound stress management strategies and self-care routine. • Ability to seek assistance and support when required.	• Previous experience in a role supporting the mental health and wellbeing of others (e.g. peer supporter, HR role, counselling). • Previous experience in crisis management or assisting the mental wellbeing of others.
KEY STAKEHOLDER RELATIONSHIPS	
SLSNSW Members, Duty Officers, Branch Directors of Lifesaving, State Operations Centre (SOC) SLSNSW Wellbeing Team.	