

Position Description



SURF LIFE SAVING
NEW SOUTH WALES

Position	Work Location	Position Description Completed
Member Wellbeing Manager	Hybrid – to include a minimum of 3 days per week at SLSNSW Headquarters (Belrose)	August 2026
Reports To:	Direct Reports:	Department
Membership Manager	Wellbeing Officer Community Resilience & Engagement Coordinator (contract to May 2027)	Culture & Capability

PURPOSE STATEMENT

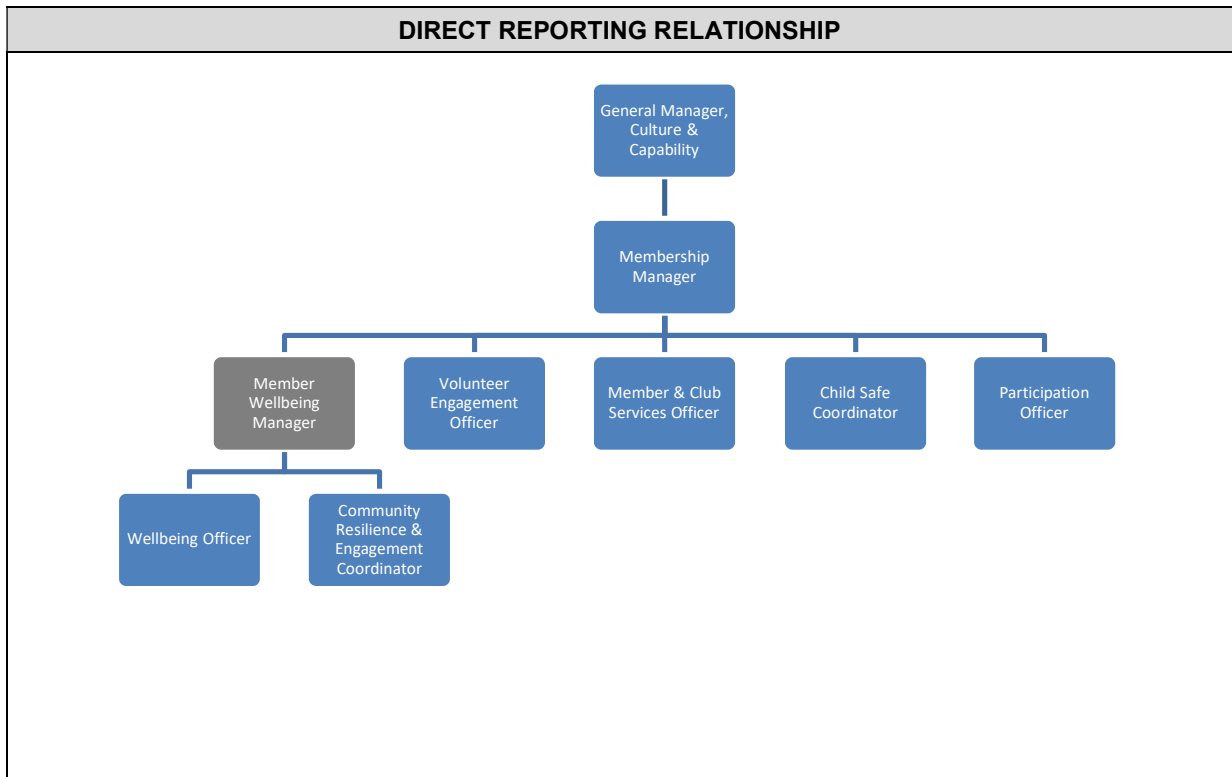
This position is responsible for leading the coordination, implementation and continuous improvement of Surf Life Saving NSW's approach to member safety and wellbeing, with a focus on psychosocial risk management, peer support, and critical incident response.

The role translates policy, legislation and organisational priorities into practical, member-centred frameworks and supports members, clubs and branches to navigate critical incidents and wellbeing proactive manage challenges safely and fairly.

Working across a complex volunteer environment, the position balances strong governance with care and compassion, ensuring SLSNSW's approach aligns with the NSW Mental Health and Wellbeing Strategy for First Responders and supports sustainable, psychologically safe participation.

SELECTION CRITERIA

Essential	Desirable
• Demonstrated experience developing and implementing psychosocial risk management frameworks, policies or initiatives; • Experience in peer support, psychological first aid, or post-critical incident support; • Demonstrated ability to navigate critical incidents and wellbeing challenges safely and appropriately; • Proven ability to translate policy and legislation into practical, operational approaches; • Strong stakeholder engagement skills with the ability to influence volunteers and leaders without direct authority; • Demonstrated ability to lead continuous improvement and apply evaluation insights to enhance programs and processes; • Strong written and verbal communication skills, including the ability to manage sensitive conversations; • High level of initiative, accountability and sound judgement in complex situations; • Ability to manage a diverse workload with competing priorities; • Strong Microsoft Office skills (Word, Excel); • Willingness to work flexible hours, including evenings/weekends where required; • Willingness to travel intra-state; • Demonstrated understanding of confidentiality and professional conduct.	• Experience working within Surf Life Saving or a similar volunteer/emergency services environment; • Understanding of the NSW Mental Health and Wellbeing Strategy for First Responders; • Experience working with EAP/MAP providers and managing contracts or tenders; • Experience with worker's compensation or return to work/duties frameworks; • Experience delivering training or capability building for frontline leaders; • Experience contributing to organisational policy development; • Relevant tertiary qualification (e.g. organisational psychology, HR, WHS, social work or similar); • Experience using Salesforce or similar CRM systems.



KEY ROLE RESPONSIBILITIES	
Responsibility	Description of Responsibilities
KRA 1: Psychosocial Safety & Policy Implementation	- Lead the development and implementation of a Psychological WHS Policy for members, aligned to legislative requirements and organisational priorities; - Establish systems for identifying, reporting and managing psychosocial hazards and risks across clubs and branches; - Translate policy into practical tools, guidance and action plans for members and club leaders; - Support the development of a 'return to duties' framework for members following injury or critical incident; - Provide advice and support to internal stakeholders on psychosocial safety and risk management; - Lead the development and implementation of SLSNSW's approach to member worker's compensation, including frameworks, guidance and escalation pathways.
KRA 2: Wellbeing, Peer Support & Critical Incident Response	- Oversee and continuously improve the SLSNSW Peer Support Program, including recruitment, induction and ongoing support; - Lead the development and continuous improvement of critical incident response frameworks and pathways, while supporting consistent delivery by operational roles; - Oversee the Member Assistance Program (MAP), including reviewing current arrangements (e.g. Converge contract) and monitoring effectiveness; - Coordinate wellbeing-related initiatives, resources and communications to support members before, during and after critical incidents; - Ensure SLSNSW's practices remain aligned to relevant legislation, regulatory guidance and sector frameworks, including the NSW Mental Health and Wellbeing Strategy for First Responders.
KRA 3: Stakeholder Engagement & External Alignment	- Build strong relationships with branches, clubs and internal teams to support implementation of safety and wellbeing initiatives; - Engage with external providers (e.g. MAP/EAP, Lifesaving Chaplaincy, psychologists) to support service delivery; - Represent SLSNSW on relevant external working groups, committees and forums relating to member safety and wellbeing;

KEY ROLE RESPONSIBILITIES	
	• Monitor emerging trends, risks and best practice in member wellbeing, psychosocial safety and first responder support; • Work in partnership with community-based roles (e.g. Community Resilience & Engagement Coordinator) to ensure alignment between member wellbeing support and broader community recovery initiatives.
KRA 4: Capability Development & Continuous Improvement	• Design and deliver training, resources and guidance to build capability of club executives and leaders in psychosocial safety; • Evaluate the effectiveness of wellbeing initiatives and translate insights into improvements; • Identify opportunities to strengthen systems, processes and member experience in safety and wellbeing; • Contribute to reporting, planning and strategic initiatives within the Culture & Capability team; • Undertake other duties as required by the manager.
KRA 5: Team Leadership & Program Oversight	• Provide day-to-day guidance and support to the Wellbeing Officer to deliver member safety and wellbeing services; • Provide coordination and alignment across member wellbeing and community recovery roles, including oversight of the Community Resilience & Engagement Coordinator to ensure integrated delivery; • Monitor workload, emerging risks and trends to inform prioritisation and escalation; • Ensure appropriate referral pathways and support mechanisms are in place and understood by internal and external stakeholders.

CORE ACCOUNTABILITIES (ALL EMPLOYEES)	
Accountabilities	Key Performance Indicators (KPI's)
Work Health and Safety	• 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	• 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	• 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	• 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.
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WORKING RELATIONSHIPS
Internal: Works closely with Culture & Capability, Membership, Lifesaving, Emergency Management and SLSNSW staff, as well as branch and club leaders and members. External: Engages with Member Assistance Program providers, Lifesaving Chaplaincy, psychology and wellbeing providers, and other emergency services or sector wellbeing teams.

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