

Structure and Position descriptions of Members Services within Surf Lifesaving Sydney.

The below structure has been designed based on the current needs within the SLSS and has shifted to a higher compliance and development base which will allow for more engagement with club activities as well as ensuring future sustainability around membership, retention and compliance. Further information around the specific positions is listed under the position descriptions sub heading.

Board of Management:

- Director of Member Services

Member Services Committee:

- Director of Member Services – Chair
- Club Development Officer
- Member Protection & Information Officer
- Membership & Recognition Officer
- WH&S Officer
- Youth Development Officer

Alignment to Strategic Plan:

The role of the member services team while having a significant effect on transactional matters for clubs and the branch would also align with some specific strategic priorities under the current strategic plan.

Strategic Priority 2: Healthy Clubs: Through this strategic priority the member services role will be looking at a transactional level to encourage and assist clubs in the Quality Clubs Program with the aspirational aim to have every club at a bronze level by the end of the 2015/16 season. In addition to this to roll out a number initiatives to assist clubs in the aim of becoming compliant, viable and sustainable on a long term basis. This will include initiatives such as the clubs sustainability framework.

Strategic Priority 3: Government Recognition: This strategic priority area will be assisted by the strategic aims of linking work to develop engagement plans to foster Government support for key projects and operations. As well as actively collaborate with Government agencies and allied organisations to further our goals and objectives. This is an area that is currently non utilized and able to provide value back to our clubs and services.

Strategic Priority 5: Effective Branch Movement: Member services would assist in the role of ensuring sustainable practice, continuous improvement and opportunities are reviewed to streamline processes where possible especially around compliance, reporting and statutory requirements.

Strategic Priority 6: Involving All Australians: Through this priority the member services team would look at the key areas of inclusiveness, ease of access, membership, retention, development and general trends around volunteering. This would be addressed transactionally through assistance, support and review with clubs as well as specific programs to aim at development, retention and access.

Strategic Priority 9: Innovation: This strategic priority would be linked through the need to remain relevant to our members, the community and the Government. As part of this process it is better understand those needs and providing programs and thought leadership around how to adapt, be flexible and manage change.

Position Descriptions:

Director of Member Services

- Shall be responsible to the SLSS Council for the conduct and co-ordination of all matters pertaining to member services activities;
- Shall convene and preside over a Standing Committee established under the By-Laws to be known as the Member Services Committee;
- Shall prepare monthly reports for presentation and consideration at SLSS Board of Management and SLSS Council Meetings.
- Shall specifically be responsible for activities designed to promote and achieve compliance and success in club sustainability, recruitment and retention, reward and recognition, member development, member protection and safety
- Have shared accountability and responsibility for the duties set out in the position descriptions of the members of the Member Services Committee
- Liaise with SLS-NSW on matters pertaining to members services including advocating for change in policy or procedure, clarifying requirements and others matters that may arise which require attention
- attend the SLSNSW annual Combined Portfolio Conference and any other opportunities for development for Branch Directors provided by SLA or SLSNSW;

Club Development Officer

- support SLSNSW processes for supporting club health with the aim of increasing the sustainability of Clubs in NSW;
- work with Clubs identified as struggling to put improvement plans in place and to work with them towards achieving these strategies;
- promote the Quality Club Program and support clubs, in conjunction with SLSNSW, to understand the standards required to meet accreditation under the program;
- make clubs aware of the Club Guide and other SLSNSW resources and ensure clubs are continuously working towards achieving best practice in club management;
- understand, follow and educate clubs about relevant legislation in relation to club management and operations, including incorporation, fair trading and liquor licensing legislation;
- support Committee members to effectively fulfil their roles through appropriate induction and ongoing training and mentorship;
- support clubs with leadership development, succession planning, overcoming resistance to change and other methods of ensuring member burn-out is minimised; and

Member Protection & Information Officer

- understand, follow and educate clubs about relevant SLS policy and procedure, including the Member Protection and Grievance policies;
- understand, follow and educate clubs about relevant legislation, including the Fair Work Act 2009, NSW Anti-discrimination Act 1977, Children and Young Persons Protection (Care and Protection) Act 1998 etc.;
- understand what it means to be a 'child safe organisation', implement appropriate procedures within the Branch, and provide any advice and guidance as appropriate to clubs;
- understand their and their club's responsibilities under the Child Protection (Working with Children) Act 2012 and Child Protection (Working with Children) Regulation 2013 and all related SLS processes, as outlined within SLSNSW guidelines, and provide any advice and guidance as appropriate to clubs;
- promote the importance of appointing Member Protection and Information Officers, or similar roles, to Clubs;

- provide advice and guidance on grievance handling to clubs and individuals as well as support the appoint grievance officer within clubs and the branch.

Membership & Recognition Officer

- develop and deliver regional recruitment and retention programs / initiatives;
- encourage Club participation in the SLS Surf Club Open Day and other state-wide recruitment and retention activities;
- ensure any feedback about State recruitment and retention activities and / or resources are communicated to SLSNSW;
- work individually with clubs who need support developing recruitment and retention plans;
- communicate concerns about recruitment and retention with SLSNSW and engage their support;
- provide support, within resourcing and as determined by assessment of need, to Clubs who are struggling with recruitment and retention;
- encourage clubs to utilise recruitment and retention statistics as a way of informing future activities;
- ensure clubs are running adequate inductions for new members and members moving in to new roles; and
- encourage clubs to work to ensure that their membership reflects the diversity of the community, specifically ensuring that people with disability, mental health, those from culturally and linguistically diverse (CALD) and indigenous backgrounds have equal access.
- nominate clubs and members for State recognition awards;
- circulate information regarding SLSNSW and SLSA Awards of Excellence to clubs to encourage participation;
- promote and encourage clubs to utilise SLS recognition awards, such as SLSA Honours, Long Service Awards, National Patrol Service Awards, Assessing, Officiating and Coaching Service Certificates etc.;
- nominate Clubs and members regularly for regional based awards external to Surf Life Saving;
- advise SLSNSW of any regional winners of external awards for consideration for external State based awards; and
- promote the achievements of Clubs and members through internal and external communication networks and media.
- Advise and coordinate activities for the Branch Awards of Excellence or other recognition events

WH&S Officer

- understand, follow and proactively educate clubs about relevant SLS policy and procedure (including information contained within the 'SLSNSW Guidelines for Safer Surf Clubs') and all work health and safety legislation, including Work Health and Safety Act 2011 and Work Health and Safety Regulation 2011.
- Provide auditing or inspections to clubs to assist with maintaining compliance with legislative and best practice standards
- Follow and maintain all Work Health and Safety requirements for the branch in relation to its facilities, staff and processes.

Youth Development Officer

- provide opportunities to members to improve the skills and knowledge that will enable them to fulfil their roles within SLS;
- work with Clubs and State to ensure that there are adequate pathways within SLS to encourage and support engagement of new and existing members;
- promote SLS pathways to members and potential members;

- promote attendance of SLSNSW and SLSA conferences to clubs and members;
- ensure circulars regarding SLSNSW and SLSA development programs are circulated to clubs and encourage applications from within the membership;
- endorse and forward on any applications for SLSNSW and SLSA development programs by the required dates; and
- support members who have attended development programs to identify opportunities for continued development within and external to Surf Life Saving.
- promote opportunities for youth members to continue their engagement with SLS, such as implementation of the SLSA YEPs program, developing a rookie program etc.; and
- ensure that young people play an active part in decision making within the Branch, and encourage likewise within the Clubs.