

MEMORANDUM

To	Club Presidents, Club Secretaries and Standing Committees
From	Elissa Hancock, Director of Administration
CC	BOM
Date	Wednesday 21 April 2021
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Subject	Expressions of Interest for the position of SLSS Director of Member Services

I wish to advise that Charlie Pavlou has stood down as Director of Member Services – Surf Life Saving Sydney mid-term.

Expressions of Interest are now called for the mid-term vacancy for the position of Director of Member Services - Surf Life Saving Sydney. The Role of the Director of Member Services and the Member Services Committee is attached (3 pages).

Expressions of Interest closes on Sunday 16 May 2021

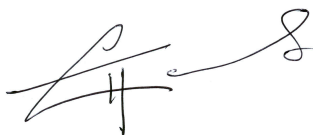
In accordance with the SLSS Constitution, all Expressions of Interest received by the Board of Management for the vacant position will be presented at the next Branch Council Meeting on Tuesday 1 June 2021 for election.

The elected candidate will assume duties on Wednesday 2 June 2021.

Expressions of Interest should be addressed to the Director of Administration SLSS and marked “confidential”. Email to director_administration@surflifesavingsydney.com.au

Members who wish to express an interest in the position should contact me for further information.

Warm Regards



Elissa Hancock

Director of Administration
Surf Life Saving Sydney

Role of Director of Member Services - SLSS

1.7 Director of Member Services

1. 1.7.1 Shall be responsible to the SLSS Council for the conduct and co-ordination of all matters pertaining to member services activities;
2. 1.7.2 Shall convene and preside over a Standing Committee established under these By-Laws to be known as the Member Services Committee;
3. 1.7.3 Shall prepare monthly reports for presentation and consideration at SLSS BOM and SLSS Council Meetings.

BY-LAW 6 MEMBER SERVICES COMMITTEE

1. **6.1 The Member Services Committee** will be chaired by the Director of Member Services.
2. **6.2 The Officers of the Member Services Committee** will comprise of the following Club Development Officer
Member Protection & Information Officer Membership & Recognition Officer WH&S Officer Youth Development Officer
3. **6.3 The role of the Member Services committee is:**
 1. 6.3.1 Provide support to Clubs and their members in all areas dealing with member services, member development and compliance
 2. 6.3.2 Provide resources and programs in all member services and development matters
 3. 6.3.3 Liaise with relevant Member Services Officer, Development Officers, Compliance Related Officer and Youth Officers representing each affiliated club and report on these to the Member Services Committee
 4. 6.3.4 Do any other things necessary for the benefit of the Member Services Committee of Member Services Position Descriptions

6.4 Director of Member Services in addition to those duties listed in By-Law 1.7, the Director of Member Services shall:

1. 6.4.1 Through the respective officers, appropriate staff and members, supervise and Monitor the programs of member services, recruitment, retention, member protection, safety, development and like activities throughout the Branch.
2. 6.4.2 Have shared accountability and Responsibility for the duties set out in clause 6.5 to 6.9
3. 6.4.3 Advise the Council upon reports and recommendations received from officers, appropriate staff, members and other forums established from time to time, to consider and recommend upon member services matters.
4. 6.4.4 Supervise the convening and reporting by Officers and appropriate staff of the Member Services Committee meetings.
5. 6.4.5 Act as chairman of the Member Services Committee and at Branch conferences and forums called together to consider Member Service matters.
6. 6.4.6 Whilst respecting and observing the formal authority and communication links between the national, state and Branch officers and the Chief Executive Officer and other persons, the Director of Member Services should be aware of the progress of all programs affecting Member Services.
7. 6.4.7 Be prepared to undertake programs or give advice when so requested by the SLSS Council, the SLSS BOM, the President or the Chief Executive Officer, and as far as possible, observe such time frames and criteria as defined.
8. 6.4.8 Be prepared to attend as far as possible all SLSS Council, SLSS BOM and other meetings, conferences and forums that are convened and have effect upon member services.
9. 6.4.9 Be a Director of Surf Life Saving Sydney.

6.5 Club Development Officer shall;

1. 6.5.1 support SLSNSW processes for supporting club health with the aim of increasing the sustainability of Clubs in NSW;
2. 6.5.2 work with Clubs identified as struggling to put improvement plans in place and to work with them towards achieving these strategies;
3. 6.5.3 promote the Quality Club Program and support clubs, in conjunction with SLSNSW, to understand the standards required to meet accreditation under the program;
4. 6.5.4 make clubs aware of the Club Guide and other SLSNSW resources and ensure clubs are continuously working towards achieving best practice in club management;
5. 6.5.5 understand, follow and educate clubs about relevant legislation in relation to club management and operations, including incorporation, fair trading and liquor licensing legislation;
6. 6.5.6 support Committee members to effectively fulfil their roles through appropriate induction and ongoing training and mentorship;
7. 6.5.7 support clubs with leadership development, succession planning, overcoming resistance to change and other methods of ensuring member burn-out is minimised;

6.6 Member Protection & Information Officer shall;

1. 6.6.1 Be appointed and trained within a reasonable time frame as the Member Protection and Information Officer for the branch
 2. 6.6.2 understand, follow and educate clubs about relevant SLS policy and procedure, including the Member Protection and Grievance policies;
 3. 6.6.3 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.;
 4. 6.6.4 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;
 5. 6.6.5 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;
 6. 6.6.6 promote the importance of appointing Member Protection and Information Officers, or similar roles, to Clubs;
- 6.6.7 provide advice and guidance on grievance handling to clubs and individuals as well as support the appoint grievance officer within clubs and the branch.

6.7 Membership & Recognition Officer shall;

1. 6.7.1 develop and deliver regional recruitment and retention programs /initiatives;
2. 6.7.2 encourage Club participation in the SLS Surf Club Open Day and other state wide recruitment and retention activities;
3. 6.7.3 ensure any feedback about State recruitment and retention activities and / or resources are communicated to SLSNSW;
4. 6.7.4 work individually with clubs who need support developing recruitment and retention plans;
5. 6.7.5 communicate concerns about recruitment and retention with SLSNSW and engage their support;

6. 6.7.6 provide support, within resourcing and as determined by assessment of need, to Clubs who are struggling with recruitment and retention;
7. 6.7.7 encourage clubs to utilise recruitment and retention statistics as a way of informing future activities;
8. 6.7.8 ensure clubs are running adequate inductions for new members and members moving in to new roles; and
9. 6.7.9 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.
10. 6.7.10 nominate clubs and members for State recognition awards;
11. 6.7.11 circulate information regarding SLSNSW and SLSA Awards of Excellence to clubs to encourage participation;
12. 6.7.12 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.;
13. 6.7.13 nominate Clubs and members regularly for regional based awards external to Surf Life Saving;
14. 6.7.14 advise SLSNSW of any regional winners of external awards for consideration for external State based awards; and
15. 6.7.15 promote the achievements of Clubs and members through internal and external communication networks and media.
16. 6.7.16 Advise and coordinate activities for the Branch Awards of Excellence or other recognition events

6.8 WH&S Officer shall;

1. 6.8.1 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.
2. 6.8.2 Provide auditing or inspections to clubs to assist with maintaining compliance with legislative and best practice standards
3. 6.8.3 Follow and maintain all Work Health and Safety requirements for the branch in relation to its facilities, staff and processes.

6.9 Youth Development Officer shall;

1. 6.9.1 provide opportunities to members to improve the skills and knowledge that will enable them to fulfil their roles within SLS;
 2. 6.9.2 work with Clubs and State to ensure that there are adequate pathways within SLS to encourage and support engagement of new and existing members;
 3. 6.9.3 promote SLS pathways to members and potential members;
 4. 6.9.4 promote attendance of SLSNSW and SLSA conferences to clubs and members;
- 6.9.5 ensure circulars regarding SLSNSW and SLSA development programs are circulate to clubs and encourage applications from within the membership;
5. 6.9.6 endorse and forward on any applications for SLSNSW and SLSA development programs by the required dates; and
 6. 6.9.7 support members who have attended development programs to identify opportunities for continued development within and external to Surf Life Saving.
 7. 6.9.8 promote opportunities for youth members to continue, their engagement with SLS, such as implementation of, the SLSA YEPs program, developing a rookie program etc.;
 8. 6.9.9 ensure that young people play an active part in decision making within the Branch, and encourage likewise within the Clubs.