

# Scarboro Surf Life Saving Club

## Job Description – Director, Member Services

### 1. Position Purpose

- Ensures the Club services for members, as identified by the Board, are well managed and presented as available to all Members relevant to their membership category.
- Oversees the ongoing development of a high level of communication and community among members through the delivery of intra-club social activities.
- Ensures that new members are well acquainted with Club policies and that their membership is recorded appropriately.
- Maintains a primary focus on member protection, harmony and respect among the membership promoting the Club's vision and values and providing excellent surf lifesaving services for the protection of the public at Scarborough Beach.
- Actively adheres to the Board Governance Policy, including the Club's code of conduct and conflict of interest requirements.

### 2. Key Relationships

- This position reports to the Board of Directors.
- This position maintains active oversight of the Club's Membership Officer, Social Officer, Member Protection Officers and Peer Support Officers.

### 3. Approved by

- Board of Directors – meeting date 9/6/2020.

### 4. Major Responsibilities Position Specific

- Active promotion and compliance of member protection policies, procedures and code of conduct
- Oversight of member registration and induction, including the completion of compulsory compliance declarations
- Confidential oversight of the Club's Working with Children and National Criminal Check Registers
- Assisting with the formation and training requirements of the Disciplinary Committee
- Facilitating training of Club members holding positions requiring statutory compliance (e.g., member protection, liquor licensing)
- Active oversight of the development and delivery of social activities for the benefit of members of all categories
- Submits to the Board annually a budget for the provision of resources and personnel to maintain a high level of services for the benefit of members.

## 5. Major Responsibilities Board Collective

- Active oversight of the Club's Member Protection Policy.
- Developing, promoting and improving the Club's vision, values and strategic plan, consistent with the Objects in the Club's constitution.
- Ensuring the Club's constitution and policies are followed and applied to the fullest extent possible and reviewed annually.
- Participates in the development and maintenance of the Club's risk management plan.
- Ensures planning and financial management is implemented in the interests of the membership.
- Promotes positive social interaction between members, sponsors and key stakeholders.
- Ensures resources are available for the safety of the bathing public at Scarborough Beach.

## 6. Performance Goals

- Member protection and welfare is maintained at a high level of acceptance among members generally.
- Membership records are accurate and up to date.
- Members have access to a variety of social activities and functions relevant to their membership category.
- Member services are developed and delivered as required under the Club Strategic Plan.
- Presents regular written reports to meetings of the Board on the general wellbeing of members and provision of member services generally.
- Annual budget for membership services is submitted in a timely manner.
- No lives lost at Scarborough Beach during patrol hours.

## 7. Mandatory Requirements

- Working knowledge and understanding of the *Associations Incorporation Act 2015 (WA)* (particularly Part 5) and the *Associations Incorporation Regulations 2016* – and comply to the fullest extent possible.
- Working knowledge and understanding of SLSA Policies as related to Member Protection generally.
- Be in possession of (or applying for) a current State Government Assessment Notice in the form of a Working with Children Check Card (which details name, date of birth, notice number and expiry date) issued under the *Working with Children (Criminal Record Checking) Act 2004*.
- Be in possession of (or applying for) a National Police Volunteer Certificate.

## 8. Competencies

- Excellent inter-personal skills.
- Demonstrated experience in dealing with mediation between individuals.
- Confident public speaker and negotiator.
- Good working knowledge of SLSA, SLSWA and Club policies and procedures, including understanding and awareness of member protection requirements.
- Strong understanding of business contracts and arrangements.
- Strong understanding of the Club's constitution.