

# CLUB GUIDE





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Communities



SECTION 09

MEMBER SERVICES STRUCTURE

## 9.1 CLUB AND MEMBER DEVELOPMENT

### **SLSA Committee Structure**

SLSWA is represented on the three SLSA national development committees:

The Education and Development Advisory Committee (EDAC) has the sole responsibility of representing the views of SLS members nationally on matters relating to education and development.

The Development Management Committee (DMC) is purely an advisory committee tasked with the delivery of operational recommendations associated with development. The DMC has the authority to make recommendations to the Chair, Education and Development when relevant to the development of activities, programs, policies, procedures and resources.

The Youth Development Committee (YDC) has the responsibility to provide recommendations that prove relevant to members of SLSA between the ages of five (5) and seventeen (17) years of age. The YDC authority extends only to recommendations for development on issues, activities and resources relating to youth.

### **SLSWA Committee Structure**

SLSWA has a member based Development Advisory Committee (DAC) that is tasked with providing SLSWA with recommendations for member leadership and development plans and activities. Guidance may be sort in relation to WA or national initiatives and programs. The DAC engages with SLSWA through the Health and Development Department and is responsible to the Chief Executive Officer. The DAC is purely an advisory committee.

### **SLSWA Operational Structure**

Club and member development is managed through the SLSWA Health and Development department which then coordinates development related activities as required with the Health Promotion & Inclusion, Sport and Community Programs departments as required depending on the nature of the initiative.

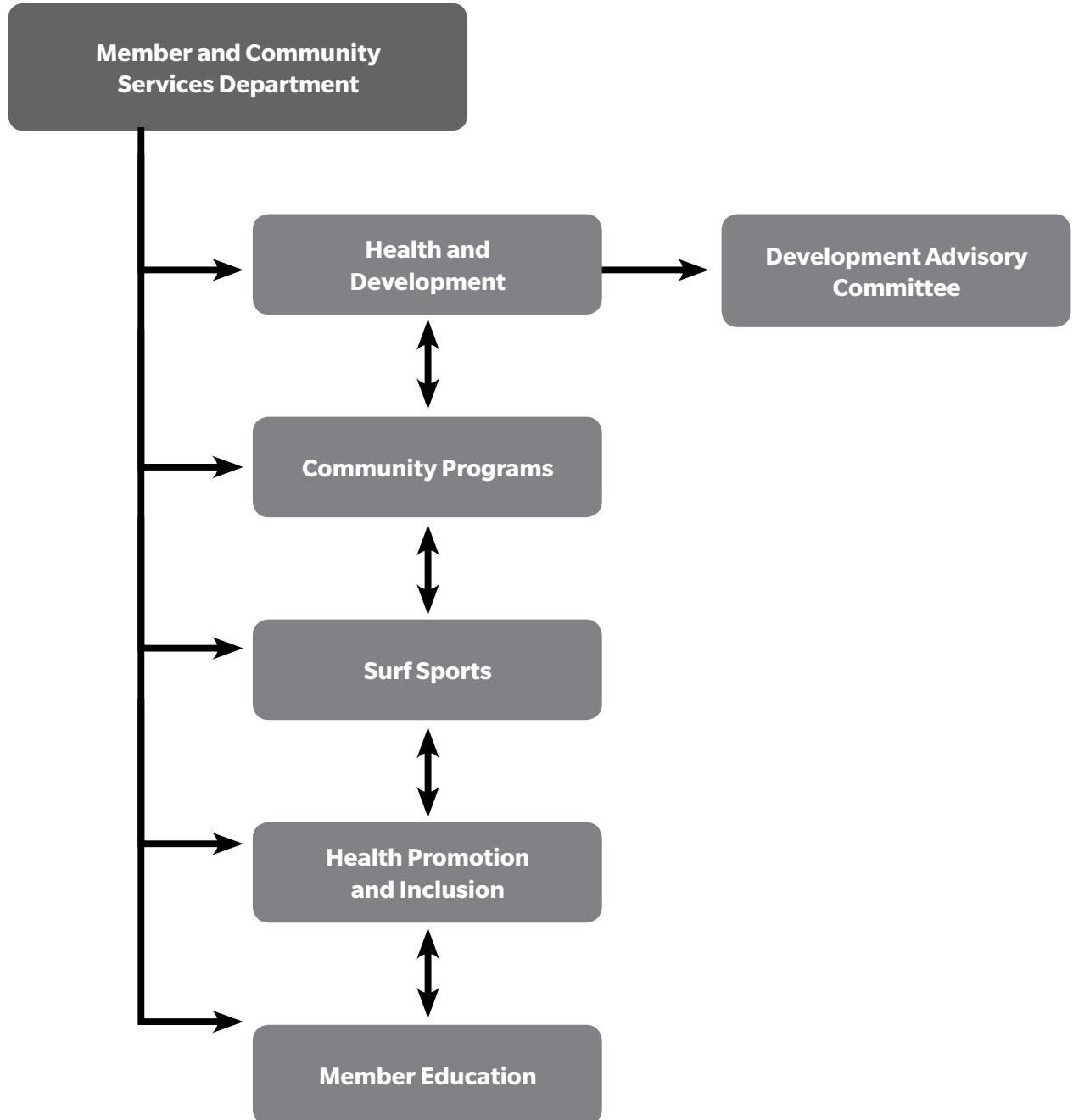


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**9.2 MEMBERSHIP CATEGORIES**

Membership categories are based upon:

- Age of participant as at the 30th September of each season
- The awards attained
- The Service provided to the Surf Life Saving Club

<b>Junior Members</b>	Junior Activities Member (Nipper)	<p><i>Under 6 to Under 14 Age Groups</i> <i>Five (5) to Thirteen (13) years of age.</i></p> <p>Junior activity members must complete a preliminary skills evaluation prior to any water based activities<sup>1</sup>.</p> <p>Junior activity members in the Under 10 to Under 14 age groups must complete a competition skills evaluation<sup>2</sup> in order to compete at a SLSWA sanctioned competition.</p> <p>At the end of each season, after having completed the requirements of the respective age groups, Junior activity members will be awarded a Surf Education certificate as recognition.</p>
	Cadet Member	<p><i>Under 15 Age Group</i> <i>Fourteen (14) years of age.</i></p> <p>A Cadet member shall:</p> <ul style="list-style-type: none"> <li>• Hold a SLSA Surf Rescue Certificate</li> <li>• Complete patrol and club obligations as determined by club, state and national constitution.</li> <li>• Complete annual proficiency tests as stated by SLSWA<sup>3</sup>.</li> </ul>

<sup>1</sup>. Refer Circular – SLSWA Junior Surf Education and Activity Requirements

<sup>2</sup>. As above

<sup>3</sup>. Refer Circular – SLSA Proficiency Testing Requirements



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<b>Senior Members</b>	Active Member	<p><i>Under 17 to Open Age Groups</i> <i>Fifteen (15) years of age and above.</i></p> <p>An Active Member shall:</p> <ul style="list-style-type: none"> <li>• Hold a SLSA Bronze Medallion</li> <li>• Complete patrol and club obligations as determined by club, state and national constitution.</li> <li>• Complete annual proficiency tests as stated by SLSWA.<sup>3</sup></li> </ul>
	Active Reserve Member	<p>Only awarded by a club after a member has completed eight (8) satisfactory years of active service.</p> <p>Active Reserve membership is not automatic and will be granted by resolution.</p> <p>Active Reserve members will still be required to perform a minimum number of patrols.</p> <p>Active Reserve members will complete annual proficiency tests as stated by SLWA.</p>
	General Member	<p>A member of a club that does not hold a SLSA award.</p> <p>General members do not have voting rights unless elected to office whereby the position is provided with voting rights.</p>
	Long Service Member	<p>Only awarded by a club after an Active member has completed ten (10) years of satisfactory active service or eight (8) years of active service and four (4) years of Active Reserve Service.</p> <p>Such members may be exempt from patrol obligations and may be granted other special privileges.</p>
	Award Member	<p>Award membership may be granted by a club to persons who hold a SLSA award of one of the following qualifications:</p> <ul style="list-style-type: none"> <li>• Surf Rescue Certificate</li> <li>• Radio Award</li> <li>• Resuscitation Certificate</li> <li>• Advanced Resuscitation Certificate</li> <li>• First Aid Certificate</li> </ul> <p>Such members may be called upon to perform patrol and/or club obligations within the ability of their qualifications.</p>

<sup>3</sup>. Refer Circular – SLSA Proficiency Testing Requirements



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<b>Senior Members</b>	Associate Member	Associate membership may be granted by a club to someone who may or may not hold a SLSA award. Associate members shall not have affiliated voting rights unless elected to office whereby the position provides voting rights. Membership fees for Associate members will be substantially higher than other categories of membership.
	Honorary Member	Honorary membership may be granted by a club to a person who may or may not hold an SLSA award.
	Life Member	Life Membership of a club may be granted by that club to a person who has rendered distinguished or special service as provided for in that club's constitution and is relevant to that club only. Note: Life Membership is governed by regulation 5.5. <sup>4</sup>
	Past Active Member	Past Active Membership may be granted by a club to a person who has held an SLSA Bronze Medallion and been an active patrol member for a minimum of three years. Past Active Members may have club voting rights at the discretion of the affiliated surf lifesaving club.

**Note\* Membership voting rights of affiliated clubs shall be limited to (as per SLSA Regulations):**

- Active Members
- Active Reserve Members
- Long Service Members
- Life Members

<sup>4</sup>. Refer to SLSA Regulations for National Life Membership – Regulation 5.5 or to SLSWA Regulations for State Life Membership – Regulation 5.7



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## 9.3 MEMBERSHIP FORMS

A membership form must be completed and signed by all members at the beginning of each season whether joining, renewing or transferring to another club.<sup>5</sup>

Alternatively members can update their membership on the Lifesaving portal. See below<sup>6</sup>

All members must be entered on to SurfGuard. The quality of information collected from members is important as it allows all levels of our association to operate and make decisions based on accurate data.

### Membership Transfer

A clearance/transfer is used to transfer member records to their next club and is applicable to all members.

Until the clearance/transfer process is completed, a person's membership shall remain with the original club, irrespective of whether they have been absent from their original club for a long period of time. A person may be a member of as many clubs as they wish, but can only compete for one club.

Reasons for Transfer:

- To leave present club and join another club (Full transfer)
- To join another club but retain membership/competitive rights with the original club (Clearance/non-competitive transfer)
- To remain a member of a club but transfer their competitive rights to another club (Competitive transfer)

### Dual Memberships

In relation to dual or multi-club membership the following shall apply:

- Any member of a club may be admitted as a member of another club or clubs, providing such member has a clearance as provided for in "clearances" (Regulation 7.10)
- Any competing member shall not participate in any interclub competition as a representative of more than one club during any one calendar year unless and until their competitive rights have been transferred as provided for in "Competitive Rights Transfer(Regulation 7.8)
- Any competing member who is a member of more than one club shall be entitled to compete in club events of all such clubs.<sup>7</sup>

<sup>5</sup>. For a sample membership form [http://www.slsa.com.au/site/\\_content/resource/00001272-docsource.pdf](http://www.slsa.com.au/site/_content/resource/00001272-docsource.pdf)

<sup>6</sup>. For online processing of memberships [www.lifesavingonline.com.au](http://www.lifesavingonline.com.au)

<sup>7</sup>. Refer SLSA Regulations



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### 9.4 VOLUNTEERS

Volunteers are valuable members of every club. We recognise volunteers as people from the community, including parents, young people and retired people who freely give up their time to support club activities. People volunteer for a variety of reasons including to:

- Learn new skills
- Help others
- Make new friends
- Explore career opportunities
- Feel needed, appreciated and useful
- Gain a new direction in life
- Give something back
- Share skills with others

#### Induction

It is important to make your members feel welcome. Holding an induction session to give out information about their rights and responsibilities will make them feel at ease and welcome. Familiarise them with the following roles and responsibilities in clubland:

- Job Description (including an outline of their role)
- Member screening requirements
- Introduction to other volunteers
- Tour of clubrooms
- General housekeeping of club business
- Emergency procedures
- Administrative systems

#### Recruitment and Retention

Recruitment of new volunteers/members is necessary to maintain the sustainability of a club. Ideas for recruitment may include:

- Produce an information kit for new members
- Advertise in local newspapers
- Offer training and personal development
- Engage in community activities which showcase the benefits of becoming a lifesaver

Retaining members can be difficult due to other commitments and time constraints. Making sure that your volunteers are happy by providing them with opportunities to give feedback may assist the club to retain members. Organising events and certificates to thank your volunteers may also assist and give them a sense of appreciation.

#### Supporting Volunteers

Giving support to your volunteers/members will help to keep them involved. You can support your club members by providing:

- A clear job description that outlines tasks and responsibilities<sup>8</sup>
- A suitable and safe working environment
- Adequate briefings and guidance on tasks
- Feedback
- Consideration and respect from fellow members
- An opportunity to share concerns and give feedback by volunteer

<sup>8</sup>. Refer to Job Descriptions at the end of this section.





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## 9.5 MEMBER AND CLUB RECOGNITION

Recognition stems from genuinely valuing the contributions of volunteers and members. Recognition adds to the feeling of being valued, identifying achievement and retention. Everyone deserves some form of recognition even if it is a simple thank you for helping out.

Ways to recognise members:

- Celebrate achievements and efforts
- Include members in special events
- Encourage members to participate in team planning
- Provide training
- Give them additional responsibility when desired
- Enable members to develop skills and grow on the job
- Take time to listen to members ideas and concerns
- Recognise personal needs
- Keep members fully informed via newsletters
- Organise medals, certificates and plaques
- Celebrate National Volunteer Week

### Formal Recognition - National Awards

National awards are available for members who contribute to clubs at all different levels. These include:

- Long Service Awards-for sustained membership
- Age Manager Service Certificate-for long service as an age manager
- National Patrol Service Awards-for long service to lifesaving patrols
- Officiating Service Certificate-for long service to officiating
- Assessing Service Certificate-for long service to assessing/examining
- Coaching Service Certificate-for long service to coaching
- Life Membership-distinguished service, available at club, state and national levels
- Meritorious awards-for outstanding deeds of bravery performed in surf lifesaving operations

### Formal Recognition - State Awards

Surf Life Saving WA provides clubs with the opportunity to nominate themselves and club members for a variety of awards that are announced at the Annual Awards of Excellence. These award categories include:

- Administrator of the year
- Assessor of the year
- Athlete of the year
- Coach of the year
- Club of the year
- Competition Official of the year
- Junior Athlete of the year
- Team of the year
- Training Officer of the year
- Youth Achiever of the year
- President's Medal (individual)
- President's Medal (Club)
- National President's medals
- Haywood Shield-Administration club of the year
- Hall of Fame inductees
- Laerdal Patrol Club of the year (IT Birtwistle Trophy)
- Club of the year (Reg Trigg OBE Memorial Trophy)
- Volunteer of the year



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From the above list of awards, the winner of some categories will be eligible to contest the National Surf Life Saving awards. These include:

- National Innovation Award-recognition of the development of initiatives that improve any facets of surf lifesaving in Australia
- SLSA Hall of Fame-recognizing contribution of members in Lifesaving, administration and sport
- Lifeguard of the year
- Club of the year
- Surf Lifesaver of the year
- Volunteer of the year
- Surf Sports Official of the year
- Surf Sports Coach of the year
- Surf Sports Athlete of the year

### **External Opportunities for Recognition**

Clubs should be aware of and investigate other opportunities for rewarding club members. SLSA and SLSWA have many awards for recognition of service but there are also many other awards that can be sourced for members. External organisations have awards for recognising services to the community and clubs. Local governments will advertise for nominations for a variety of awards and Volunteering WA has grants and certificates that can assist clubs to recognise club members



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**9.6 MEMBER DEVELOPMENT**

Member Development does not just take place through our adolescent years. Development is a lifelong learning experience. SLSWA recognises this quality and endeavours to provide opportunities for all club members regardless of age.

**Juniors /Cadets**

The Junior and Cadet members of Surf Life Saving Western Australia are afforded the opportunity to participate in a variety of initiatives throughout their younger membership years. Development opportunities for this age group are presented as follows:

<p>TOAD Camp Leadership camp designed to develop or enhance skills of:</p> <ul style="list-style-type: none"> <li>• Leadership</li> <li>• Team work</li> <li>• Integrity</li> <li>• communication</li> </ul>	13-14 yr. olds	January Every Year
<p>Rise Up Camp Development camp for cadet members to socially interact and take part in challenges designed to enhance skills in:</p> <ul style="list-style-type: none"> <li>• Resourcefulness</li> <li>• Intuitiveness</li> <li>• Team work</li> <li>• Leadership</li> </ul>	15-17 yr. olds	January Every Year
<p>SLSWA YEP Program A Development program designed to develop skills of:</p> <ul style="list-style-type: none"> <li>• Self-esteem</li> <li>• Surf-safety</li> <li>• Lifesaving</li> <li>• Competition skills</li> </ul>	13-18 yr. olds	Throughout season

**Seniors**

Development for Senior members is often forgotten about within clubland, but through strategic development two programs have become cornerstones of the SLS movement. Whether you are an existing leader within your own club or aspiring to become one both programs provide sound content to help develop or enhance skills needed to effectively lead your clubs.

SLS Leadership College	20-30 yr. olds	January Every Year
SLS Leaders' Masterclass	Executive Members or club boards or aspiring leaders	May-June Annually

**General**

Personal Development is inherent in Surf Life Saving. Members have a variety of opportunities whereby they can explore different pathways and contribute through a variety of ways. Personal Development Opportunities are available in the following areas:

- Officiating at carnivals/competitions
- Coaching within clubland (both Junior and Senior)
- Age Manager Duties
- Trainer/Assessor roles within clubland
- Executive roles at club level
- Committee roles at club and state level
- Attendance at Workshops and Forums to help enhance knowledge of movement



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### 9.7 MEMBER SCREENING

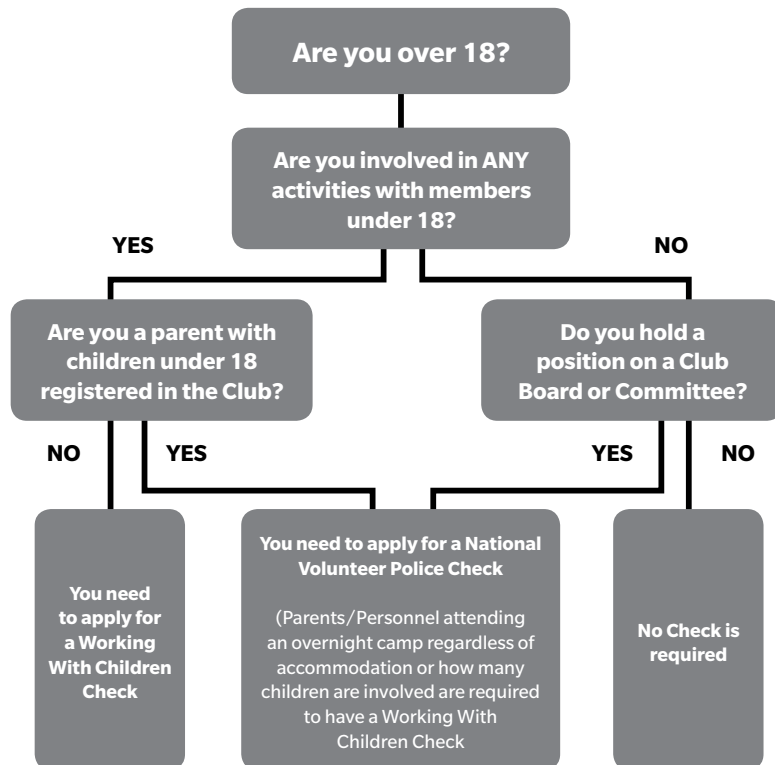
SLSWA requires all clubs to adhere to the process outlined in our Member Screening Policy. Member Screening is a risk management procedure for all clubs and must be completed on a continual basis.

The Member Screening Policy outlines the processes involved and the types of screening that is available. Clubs that are successful in complying with this requirement have allocated the role of member screening to an elected member of their club. SLSWA provides support and training to members who take on this role.

The Working with Children Check is a national criminal history check required by people who work with children and young people in certain categories of child related work in Western Australia. This is now a legislated requirement and is part of the WA Screening Policy.

Please refer to the Member Screening Policy for more information or call SLSWA.

#### MEMBER SCREENING FOR VOLUNTEERS



**Members must notify SLSWA & Working With Children immediately if they are charged or convicted with a Class 1 or Class 2 offense**

For more information on member screening please contact Joshua Drummond, Member Development Officer SLSWA during business hours on 9207 6666 or email [jdrummond@slswa.com.au](mailto:jdrummond@slswa.com.au) alternatively contact Working With Children Check - [www.checkwwc.wa.gov.au](http://www.checkwwc.wa.gov.au)



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## **9.8 BUILDING COMMUNITY RELATIONSHIPS**

SLSWA conducts presentations and activity sessions for schools and community groups throughout the year. The relationships that are built by these sessions are important to our organisation. We pride ourselves on presenting regulated and consistent messages and programs for the community.

Clubs can provide a vital role in providing the public with surf safety information. It is important to know that SLSWA has resources and information that will assist you to provide a consistent message to the community.



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## 9.9 RESPONSIBLE SERVICE OF ALCOHOL

It is now mandatory for all bar staff to undergo training in the responsible service of alcohol if engaged in the sale, supply and service of alcohol on a licensed premise. This applies to paid staff and volunteer staff.

Penalties for breaching the Liquor Control Act are severe if a club is found to be serving alcohol by untrained staff.

Western Australia's liquor laws are defined in the Liquor Control Act 1988<sup>9</sup>, which regulates the sale, supply and consumption of liquor, the use of premises on which liquor is sold, and the services and facilities provided in conjunction with the sale of liquor. The Act also focuses strongly on minimising harm or ill-health caused to people, or any group of people due to the use of alcohol.

It is important that each club understands the requirements of liquor licensing. More information can be sourced from the Department of Racing, Gaming and Liquor.

Phone: 9425 1888  
Email: [rgl@rgl.wa.gov.au](mailto:rgl@rgl.wa.gov.au)  
Website: [www.rgl.wa.gov.au](http://www.rgl.wa.gov.au)

<sup>9</sup>. For a copy of the Liquor Control Act 1988 - [http://www.slp.wa.gov.au/legislation/statutes.nsf/main\\_mrtitle\\_546\\_homepage.html](http://www.slp.wa.gov.au/legislation/statutes.nsf/main_mrtitle_546_homepage.html)



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## 9.10 JOB DESCRIPTION

### Job Description

<b>Club President</b>	
<b>Role:</b>	The President is elected by the members and responsible for representing the views of the members.
<b>Responsible to:</b>	Reports to the Executive and Management Committee
<b>Responsibilities and Duties:</b>	
<ul style="list-style-type: none"> <li>• As per any express provisions made by the Club’s Constitution</li> <li>• Principal leader with overall responsibility for the club’s administration.</li> <li>• Set the overall annual committee agenda, help the committee prioritise its goals and work within a framework.</li> <li>• Facilitate committee, executive and annual general meetings</li> <li>• Helps the committee prioritise its goals and then keeps the committee on track by working within that overall framework.</li> <li>• Represent the surf club at local, state and national levels</li> <li>• Act as a facilitator for surf club activities and represent members views</li> <li>• Ensure planning and budgeting is in accordance with the wishes of the members</li> <li>• Ensure all rules and regulations of the club are upheld</li> <li>• Encourage sponsors and supporters providing them with value for their investment financial, social and structural viability of the club</li> <li>• Identify and communicate to members the threats, challenges and opportunities available to the club</li> <li>• Be responsible for planning, including succession</li> </ul>	
<b>Knowledge and Skills Required:</b>	
<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Well informed of the organisation’s activities</li> <li>• Well informed of the club’s affiliation with SLSWA and its policies and procedures</li> <li>• Aware of future directions and plans of members</li> <li>• Demonstrate a high level of enthusiasm when representing the club to members, other organisations and the general public</li> <li>• Maintain a policy of loyalty to the surf club and its activities whilst maintaining confidentiality and respect towards members</li> <li>• Maintain effective and efficient administration</li> <li>• Have a good working knowledge of the constitution, rules and the duties of all office holders and subcommittees</li> <li>• office holders and subcommittees</li> </ul>	



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**Job Description**

<b>Director Of Administration / Club Secretary</b>	
<b>Role:</b>	Link between the chief administration officer of the surf club and the members, the management committee and/or outside agencies.
<b>Responsible to:</b>	Executive Committee
<b>Responsibilities and Duties:</b>	
<ul style="list-style-type: none"> <li>• As per any express provisions made by the Club's Constitution</li> <li>• Oversee the planning and distribution of agendas for club meetings</li> <li>• Collect and collate reports from office bearers</li> <li>• Call for and receive nominations for committees and other positions for the club Annual General Meeting</li> <li>• Take minutes of meetings and maintain a copy for records</li> <li>• Read, reply and file correspondence promptly</li> <li>• Collate and arrange for the printing of the annual report</li> <li>• Maintain or ensure SurfGuard records and data input</li> <li>• Maintain files of legal documents such as constitutions, leases and titles</li> <li>• Perform the general routine administration of the club</li> <li>• Follow-up and action all correspondence eg: emails, phone calls etc.</li> <li>• Maintain and order stationary and training manuals</li> <li>• Collate and arrange for the printing of the annual report</li> </ul>	
<b>Knowledge and Skills Required:</b>	
<ul style="list-style-type: none"> <li>• Communicate effectively</li> <li>• Well organised and can delegate tasks</li> <li>• Maintain confidentiality on relevant matters</li> <li>• Have a good working knowledge of the club constitution</li> <li>• Demonstrate a high level of enthusiasm when representing the club to members, other organisations and the public</li> <li>• Competent computer skills</li> </ul>	





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**Job Description**

<b>Director Of Finance / Club Treasurer</b>	
<b>Role:</b>	The Chief Financial Management Officer for the Surf Club and is directly responsible to the President and Management Committee and Executive.
<b>Responsible to:</b>	Executive Committee
<b>Responsibilities and duties:</b>	
<ul style="list-style-type: none"> <li>• As per any express provisions made by the Club’s Constitution</li> <li>• Prepare a budget and monitor it carefully</li> <li>• Maintain the club’s accounting records including detailed records of all payments and monies received</li> <li>• Facilitate an annual audit, presenting the details to members at the Annual General Meeting</li> <li>• Produce relevant and timely financial reports and submit these to each management committee meeting as required and ensure they are understood</li> <li>• Show evidence that money received is banked and documentation provided for all money paid out (full details of all receipts and expenditure connected with the activities of the club)</li> <li>• Complete reports as required for taxation (BAS)</li> <li>• Ensure the Club complies with relevant Legislation and Regulations regarding financial matters</li> <li>• Send out accounts</li> <li>• Payment of account.</li> <li>• Maintain register of sponsor’s details</li> <li>• Look after Insurance paperwork and payments</li> <li>• Maintain register of Club’s Motorised equipment, Boats, and Trailer Registrations (etc.)</li> </ul>	
<b>Knowledge and skills required:</b>	
<ul style="list-style-type: none"> <li>• Well organised and able to work unsupervised and be self-motivated</li> <li>• Ability to maintain books</li> <li>• Ability to keep correct up to date records</li> <li>• Able to work in a logical orderly manner</li> <li>• Time management skills</li> <li>• Maintain a policy of loyalty to the surf club and its activities whilst maintaining confidentiality and respect towards members</li> <li>• Awareness of information, needed for the Annual Audit</li> </ul>	



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### Job Description

<b>Club Captain</b>	
<b>Role:</b>	Operational leader within Club
<b>Responsible to:</b>	Executive Committee
<b>Responsibilities and duties:</b>	
<ul style="list-style-type: none"><li>• As per any express provisions made by the Club's Constitution</li><li>• Responsible for the conduct of all members of the club</li><li>• Conduct and control all patrols</li><li>• Responsible for the conduct of members in the Club</li><li>• Schedule patrols and roster patrol duties prior to the commencement of each season</li><li>• Assist the Under 14 Coordinator/Age Manager with the safe running of junior activities</li><li>• Oversee the Gear Steward concerning lifesaving gear, ensuring it is well maintained</li><li>• Ensure sufficient numbers are on patrol</li><li>• Communicate with patrol defaulters to maintain efficiency of patrols</li><li>• Keep a record of member re-qualifications each season</li><li>• Keep a record of members performances at patrol duties</li><li>• Submit regular reports to the Club Executive Committee</li><li>• SLSA Bronze Medallion</li><li>• Good understanding of club culture and operations</li><li>• Ability to organise and delegate tasks</li><li>• Proficient computer skills</li><li>• Aware of Occupational Health &amp; Safety policy</li><li>• Accreditation in TSG (Training Small Groups)</li><li>• Maintain confidentiality on relevant matters</li><li>• Can communicate effectively and possess good interpersonal skills</li><li>• Positive and enthusiastic</li></ul>	
<b>Knowledge and skills required:</b>	
<ul style="list-style-type: none"><li>• Knowledge and Understanding of Club background and processes.</li><li>• Analytical skills</li><li>• Leadership qualities</li><li>• Social skills</li><li>• Administrative Knowledge</li></ul>	



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**Job Description**

<b>Director of Lifesaving</b>	
<b>Role:</b>	Oversee and ensure the continued compliance of operational and administrative components and duties of members within the club.
<b>Responsible to:</b>	Executive Committee
<b>Responsibilities and duties:</b>	
<ul style="list-style-type: none"> <li>• As per any express provisions made by the Club's Constitution</li> <li>• Schedule patrols and patrol rosters prior to commencement of season</li> <li>• Manage data input of patrol information onto SurfGuard weekly</li> <li>• Check and maintain patrol equipment</li> <li>• Provide support and training opportunities for Patrolling members</li> <li>• Submit regular reports to the executive committee</li> <li>• Manage members who do not complete patrol requirements</li> <li>• Ensure all patrol members are proficient within required timeframes</li> <li>• Keep a record of members performances at patrol duties</li> </ul>	
<b>Knowledge and skills required:</b>	
<ul style="list-style-type: none"> <li>• Good understanding of club culture and operations</li> <li>• An ability to organise and delegate tasks</li> <li>• Proficient computer skills</li> <li>• Aware of Occupational Health and Safety policy</li> <li>• Maintain confidentiality on relevant matters</li> <li>• Good communication skills</li> <li>• Positive and enthusiastic</li> </ul>	

**Job Description**

<b>Director of Education</b>	
<b>Role:</b>	To develop a team of specialist coaches / trainers / assessors whose role is to develop personnel to meet the operational needs of the Surf Club and development of youth within the club.
<b>Responsible to:</b>	Executive Committee
<b>Responsibilities and duties:</b>	
<ul style="list-style-type: none"> <li>• As per any express provisions made by the Club's Constitution</li> <li>• Coordinate the training and assessing of all awards for all members of the club</li> <li>• Coordinate the distribution of all resources</li> <li>• Ensure re-qualifications of awards and certificates are completed by the required date and recorded</li> <li>• Positively support the policies, culture, operation and management of the club, SLSWA and SLSA</li> <li>• Ensure all training sessions are efficient</li> <li>• Ensure re-qualifications of awards / certificates are completed by required date</li> <li>• Assist with the implementation of all new resources</li> <li>• Analyse skill mix throughout club and develop training solutions where needed</li> <li>• Submit reports to the club executive committee</li> </ul>	
<b>Knowledge and skills required:</b>	
<ul style="list-style-type: none"> <li>• Aware of Occupational Health and Safety Policy</li> <li>• Must have "Bronze" Medallion</li> <li>• Have the ability to coordinate and assist members where possible</li> <li>• Good communication skills</li> <li>• Good understanding of the processes required for gaining awards</li> <li>• Good organisational skills</li> <li>• Friendly, positive and enthusiastic</li> </ul>	



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## SECTION 09

## MEMBER SERVICES STRUCTURE

### Job Description

<b>Surf Sports/Competition Director</b>	
<b>Role:</b>	Responsible to the Management Committee for the provision of Surf Sport activities within the surf club.
<b>Responsible to:</b>	Executive Committee
<b>Responsibilities and duties:</b>	
<ul style="list-style-type: none"> <li>• As per any express provisions made by the Club's Constitution</li> <li>• Coordinate and assist with the implementation of training programs</li> <li>• Coordination of Coaching Structure including qualification and requalification</li> <li>• Consider Officiating needs of the club</li> <li>• Coordinate the maintenance of all surf sports equipment</li> <li>• Submit and comply with budget outcomes</li> <li>• Submit reports to Executive Committee</li> <li>• Coordinate and assist with special club events, club championships and carnivals</li> <li>• Submit carnival entries for all competitions as required</li> <li>• Comply with all requirements for entry into carnivals</li> <li>• Ensure competitors meets minimum requirements for entry</li> <li>• Maintain a record of all members performance and results at all inter-club competitions</li> </ul>	
<b>Knowledge and skills required:</b>	
<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Good understanding of the competition rules for all events</li> <li>• Understanding of the process for entry into carnivals</li> </ul>	

### Job Description

<b>Youth Development Director</b>	
<b>Role:</b>	To assist with the transition and development of the members from Nippers to senior members within the Surf Club
<b>Responsible to:</b>	Executive Committee
<b>Responsibilities and duties:</b>	
<ul style="list-style-type: none"> <li>• As per any express provisions made by the Club's Constitution</li> <li>• Coordinate activities and program for youth members</li> <li>• Submit reports to the executive committee</li> <li>• Coordinate programs with the budget outcomes</li> <li>• Act as the primary contact for all youth related matters within the club</li> </ul>	
<b>Knowledge and skills required:</b>	
<ul style="list-style-type: none"> <li>• Organise and delegate tasks as required</li> <li>• Good communication skills</li> <li>• Aware of all policies and procedures related to youth members</li> </ul>	



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**SECTION 09**

**MEMBER SERVICES STRUCTURE**

**Job Description**

<b>Junior Director</b>	
<b>Role:</b>	Establish, co-ordinate and report all operational aspects relating to the U6 through to the U14 age groups
<b>Responsible to:</b>	Executive Committee
<b>Responsibilities and duties:</b>	
<ul style="list-style-type: none"> <li>• As per any express provisions made by the Club's Constitution</li> <li>• Assist with the coordination of junior activities</li> <li>• Submit reports to the executive committee</li> <li>• Coordinate programs within the budget outcomes</li> <li>• Manage and support Age Managers, assistants and coaches</li> <li>• Distribute resources and relevant correspondence when required</li> <li>• Monitoring the implementation of new initiatives</li> </ul>	
<b>Knowledge and skills required:</b>	
<ul style="list-style-type: none"> <li>• Completion of Age Manager Course</li> <li>• Ability to organise and delegate tasks</li> <li>• Maintain confidentiality on relevant matters</li> <li>• Good administration skills</li> <li>• Good communication skills</li> <li>• Friendly, positive and enthusiastic</li> </ul>	

**Job Description**

<b>Age Manager</b>	
<b>Role:</b>	Establish, co-ordinate and report all operational aspects relating to the U6 through to the U14 age groups
<b>Responsible to:</b>	Junior Director
<b>Responsibilities and duties:</b>	
<ul style="list-style-type: none"> <li>• Ensure the safety and well-being of the group</li> <li>• Take responsibility of the education of the group</li> <li>• Complete the Age Manager Course</li> <li>• Be a positive role model</li> <li>• Attend club meetings as required</li> </ul>	
<b>Knowledge and skills required:</b>	
<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Good administration skills</li> <li>• Awareness of club/state and national policies relating to junior activities</li> <li>• An ability to plan with flexibility</li> </ul>	



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**SECTION 09**

**MEMBER SERVICES STRUCTURE**

**Job Description**

<b>Member Protection Information Officer</b>	
<b>Role:</b>	To provide information and options to an individual making a complaint or raising a concern, as well as providing support throughout the process.
<b>Responsible to:</b>	Executive Committee
<b>Responsibilities and duties:</b>	
<ul style="list-style-type: none"> <li>• Ensure the safety and welfare for all members</li> <li>• Assist in grievance and complaints resolution</li> <li>• Refer complaints and grievances to the relevant committees as required by club guidelines</li> <li>• Manage member screening requirements for members</li> <li>• Awareness of Child protection, Anti-harassment and discrimination, codes of conduct</li> <li>• Liaise with relevant club committee as required</li> <li>• Submit reports to executive committee as required</li> </ul>	
<b>Knowledge and skills required:</b>	
<ul style="list-style-type: none"> <li>• Good communication skills</li> <li>• Possess a good understanding of club, state and national SLS policies and procedures</li> <li>• Good organisational skills</li> <li>• An understanding of issues and requirements in relation to confidentiality</li> </ul>	

**Job Description**

<b>Water Safety Coordinator/Supervisor</b>	
<b>Role:</b>	Ensure the continued compliance with guidelines set by SLSA with regard to water-based activities.
<b>Responsible to:</b>	Executive Committee
<b>Responsibilities and duties:</b>	
<ul style="list-style-type: none"> <li>• Ensure all guidelines are met as per the Water Safety Procedures Document<sup>10</sup></li> <li>• Liaise with the Surf Sports Director and relevant parties throughout the process of competition preparation and buoy placement.</li> <li>• Ensure the proficiency of all Water Safety Personnel</li> <li>• Ensure the availability of equipment for all Water Safety Personnel</li> <li>• Liaise with Patrol Captains to ensure the safety of Junior activity participants when venturing out into the surf.</li> </ul>	
<b>Knowledge and skills required:</b>	
<ul style="list-style-type: none"> <li>• Maintain confidentiality on relevant matters</li> <li>• Can communicate effectively and has good interpersonal skills</li> <li>• Is friendly, positive and enthusiastic</li> <li>• Is well organised</li> </ul>	

<sup>10</sup>. Refer to SLSA 1.1 Water Safety Procedures