



LIFE SAVING VICTORIA POSITION DESCRIPTION

Position Summary

Position Title:	LSV Communications - Operations Coordinator
Position Category:	Seasonal full Time – fixed term or casual – 1.0 FTE (1 Oct 2020 – 31 Mar 2021)
Area Of Operation:	Life Saving Operations – Policy and Systems
Reporting / Responsible To:	Operations Manager – Lifesaving Policy
General Role Description:	<p>To oversee the delivery of Delivery of Life Saving Victoria’s (LSV) paid and volunteer communications centre and contribute to the leadership of the service state-wide.</p> <p>Ensure the provision of professional supervision of the LSV Comms environment and ensure the highest standard of public supervision and safety is always guaranteed.</p> <p>Ensure the team liaise and communicate in a positive manner with the broader community as a representative of the LSV, Council, Emergency Service Agencies and other contracted regulatory bodies.</p> <p>Embrace Life Saving Victoria’s Mission and Values and encourage the teams meet and exceed.</p> <p>Oversee in conjunction with the manager the staff competency, induction, area site preparation, set up and maintenance, club communications, equipment and consumables management, rostering and timesheet administration, site and equipment audits, staff performance management.</p>



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Key Responsibilities

Service Delivery	<p>Delivery of upskilling and training to the LSV Communications Team to achieve a healthy pool of volunteer and professional operators.</p> <p>Responsible for the day to day running and capability of LSV Communications across both the paid and volunteer streams.</p> <p>Rostering of appropriate numbers and suitability qualified staff and resources within assigned area in order to provide a Lifeguard service at contracted beach's/areas on required days across summer.</p> <p>Manage equipment and consumables, reporting any issues to Manager</p>
Communication & Reporting	<p>Communicate respectfully, professionally and regularly with LSV management, LSV supply chain, nominated Life Saving Club committee members, Lifeguards and members of the community.</p> <p>Ensure effective communication of relevant information throughout the season to the team.</p> <p>Provide feedback and escalate information regarding sites, staff issues, systems and processes (LIMSOC, Humanforce, and RMR, TeamApp), and opportunities to improve.</p> <p>Appropriate use of public media, as per policies and procedures.</p>
Staff Management and Support	<p>Identify development needs of individual and teams</p> <p>With support of Manager, address staff performance issues, ensuring documented.</p> <p>Mentor Operators</p> <p>Be responsible for completing and communicating all feedback over the season.</p> <p>Participate in all staff training workshops as required.</p> <p>Be responsible for maintaining relevant qualifications as specified as pre-requisites by LSV.</p> <p>Support staff welfare and critical incident support</p> <p>Monitor and promote the Equal Opportunity, Harassment and Bullying policy by treating fellow staff and others fairly and equitably and without discrimination, harassment or bullying</p> <p>Be responsible for maintaining relevant qualifications as specified as pre-requisites by LSV.</p>

Key Responsibilities

<p>Administration & Reporting</p>	<p>Responsible for providing all relevant documentation (digital/paper-based) in a timely and accurate manner within LSV's requirements.</p> <p>Responsible for the management of volunteer and staff rostering of LSV Communications.</p> <p>Management of the Operational Leadership duty rosters, organisation of team meetings, provision of equipment and incident support as required.</p> <p>Processing of staff pays, travel claims, and expense claims, on time, weekly. Manage and communicate any errors to be rectified as soon as identified.</p> <p>Ensure effective communication of relevant information throughout the season to the Operations Teams.</p> <p>Responsible for collecting and collating operator feedback to assist with end of season reviews.</p> <p>Build and manage relationships with Operations Staff, Lifesaving Operations Officers and State Officers.</p>
<p>Meetings</p>	<p>Attend and contribute to relevant meetings as required including but not limited to: pre-season meeting, weekly teleconferences, post season meeting, area and site-specific inductions.</p>
<p>Stakeholder Management</p>	<p>Build and manage a reportable relationship with club committees where services are deployed from.</p> <p>Build and foster relationships with local council representatives.</p>
<p>OH & S</p>	<p>Ensure the compliance of OHS guidelines and procedures, using protective clothing or equipment provided at all required times. Promote these guidelines to staff.</p> <p>Identify hazards, monitor and assess risk, and immediately report any injury, near miss and damaged equipment or any other hazard observed in the workplace.</p> <p>Demonstrates duty of care, consider own safety and the safety of others at all times.</p> <p>Report all incidents or potential hazards to Operations Manager – Lifeguard Services.</p>
<p>Safeguarding Children and Young People</p>	<p>Understand and comply with the guidelines of the LSV's and SLSA's Safeguarding Children and Young People.</p> <p>Address and escalate any concerns with participants and/or instructors wellbeing in line with LSV protocols.</p>



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LSV Core Values

Organisational Expectation	<p>Willingness to recognise and embrace LSV’s core values when making decisions and working with our volunteers, clients, community and each other</p> <ul style="list-style-type: none"> Positive and respectful relationships (cultural and intergenerational) Being open, welcoming and inclusive Personal development through a commitment to lifesaving Develop healthy lifestyles Taking personal responsibility for betterment Being relevant in today’s and tomorrow’s society Efficient and appropriate use of available resources Building stronger and safer communities
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Key Competencies

Essential Competencies:	<ul style="list-style-type: none"> Excellent interpersonal and communication skills with a range of stakeholders People and stakeholder management experience Flexibility with working hours Ability to work within a team and with a diverse range of people <p>Qualifications:</p> <ul style="list-style-type: none"> Experience with Microsoft Office, Microsoft Teams, Computer Aided Dispatch systems and LSV IT systems Bronze Medallion (Certificate II in Public Safety (Aquatic Rescue)) Knowledge of LSV and Lifesaving Operations and LSV’s doctrine, systems and processes Experience as an LSV Communications Operator Team Leader/ Team Management experience in an incident management context Current Employment Working with Children Check
Desirable Competencies:	<ul style="list-style-type: none"> Experience as volunteer Lifesaver / Lifeguard First Aid / Apply (Senior/Advanced Resuscitation) First Aid Silver Medallion Beach Management Experience as a Beach Manager Qualifications / training in emergency management, and/or experience in the Australasian Inter-Service Incident Management System (AIIMS).