



LIFE SAVING VICTORIA POSITION DESCRIPTION

Position Summary

Position Title:	Volunteer Support Officer - Central
Position Category:	Full Time Fixed Term
Area of Operation:	Club Development
Reporting / Responsible To:	Manager – Volunteer Support
Direct Reports	Nil
General Role Description:	To establish and maintain a mutually beneficial and cooperative relationship of assistance and support between clubs, state and Area officers, and state office, with the objective of the Clubs integrating their administration, membership, infrastructure, IT systems, lifesaving services and reporting systems with those of Life Saving Victoria and SLSA.
Key Results / Job Outcomes	<p>Enhanced positive relations with Clubs, supporting clubs to become self-sufficient in their operations.</p> <p>Build clubs independence by increasing their volunteer administrative capabilities.</p> <p>Supporting regular transition of Club committees and State Officers.</p> <p>Support across all club activities that require currency to maintain affiliation with Life Saving Victoria.</p> <p>Enhanced reputation of Life Saving Victoria.</p>

Key Responsibilities

Club Support	<p>Work towards achieving the predetermined business and operational objectives for Life Saving Clubs set by LSV by supporting the administrative needs of clubs as required.</p> <p>Provide advice, resources and connect Clubs to subject matter experts in the areas such as implementation of Life Saving Victoria’s OH&S practices, member protection, use of equipment, special events, training and development, member retention and recruitment, codes of conduct and club development.</p>
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Key Responsibilities	
	<p>Support and assist Club Presidents, committees and officer bearers with information and resources within the limits of the law and your expected ability and time resources to deliver.</p> <p>Work cooperatively with Club Committee representatives to deliver the best possible support for clubs' volunteer officers.</p>
Club Capacity	<p>Ensure that LSV and SLSA information Technology systems and Communications networks are able to be effectively and efficiently used by Clubs in their operations.</p> <p>Support the review of methods/processes for the regular improvement of club leadership and development processes.</p> <p>Identify and troubleshoot key issues, capability constraints and areas of improvement</p> <p>Participate or facilitate in needs analysis and research to determine requirements of Clubs.</p>
Relationship and Communication Management	<p>Build and develop relationships with Clubs through direct contact, forums, email and newsletters including contact out of normal business hours and at agreed times on weekends.</p> <p>Confer with Club Committee representatives to gain knowledge of specific situations requiring members and clubs to better understand changes in policies, procedures, regulations and technologies.</p> <p>Liaise with Area Officers, Training, Assessment and Compliance resources to proactively support and manage the development, succession and data management of club award resources.</p> <p>Liaise with Area Officers to ensure Clubs meet compliance and fulfil their operational reporting duties.</p>
Financial	<p>Work with Clubs to support their administrative, regulatory, local government and financial reporting requirements. Develop systems to streamline Club reporting requirements to external authorities.</p> <p>Work within the budgetary constraints of LSV.</p>
Reporting	<p>Periodical and adhoc management progress reporting including membership and clubs as required, periodical reporting includes but is not limited to;</p> <ul style="list-style-type: none"> Weekly activity reports (summer) and monthly reports (other periods) Monthly project planner updated Club/Area meeting summary/minutes. <p>Compile reports relating to Lifesaving Services, Club growth and development as required.</p> <p>Compile and analyse key organisational data, ensuring trends and key information can be used to identify areas of focus.</p>



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	<p>Submit a monthly summary to the Lifesaving Operations Executive and the Council of Lifesaving Clubs Executive.</p>
Meetings	<p>Attendance of club/area meetings on regular basis.</p> <p>Meet with other VSO's, management and relevant internal staff to ensure coordinated approach to service delivery and the sharing of common issues, solutions and systems.</p> <p>Attend regular training and development courses, forums and meetings as required by LSV whilst maintaining an in-field presence.</p> <p>Establish an office presence in strategically located and equipped Club Rooms to work with area Club Officers for administration support</p> <p>Requirement of flexibility to meet with volunteers outside of normal business hours, at a local location outside of the office.</p> <p>Expectation of overnight travel for some events (approved travel funded by LSV/appropriate remuneration for expenses covered)</p> <p>Work within a electronic teams environment, with regular webinar style meetings with remote staff.</p> <p>Provide support at meetings by taking minutes, and coordinating electronic meeting technology.</p>
Quality and Administration Management	<p>Service club needs in an effective and efficient manner ensuring a best practise approach to service delivery and support.</p> <p>Ensure appropriate levels of records are maintained at all times.</p> <p>Support the link between LSV programs and services that pertain to club administration and operations.</p> <p>Adhere to Lifesaving Operations procedures and proactively contribute to the development of improved service processes and standards.</p>
Program/Service Delivery	<p>Support new initiatives of LSV and promotes the objectives and aims to the broader community through Club relationships.</p> <p>Planning, organisation and running of key state-run events/conferences/workshops to support a wider audience of volunteers.</p>



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Organisational Expectations

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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Liaison and Key Relationships

Internal	External
<ul style="list-style-type: none"> LSV Clubs and Office bearers LSV Staff LSV Lifesaving Operations Executive LSV Councils LSV Volunteer Members LSV Area and State Officers LSV Community Organisations 	<ul style="list-style-type: none"> National Bodies Suppliers Key Service Providers Governing bodies Other aquatic industry agencies Other emergency services sector agencies National SLSA, SLSF & RLSSA



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Competencies & Skills	
Capability	<p>Build knowledge of volunteer/club issues and requirements to improve compliance and work towards achieving the predetermined business objectives set by Life Saving Victoria.</p> <p>Provide members and clubs with high quality service and appropriate referrals to achieve administrative outcomes.</p> <p>Generate ideas for innovation and enhanced working practices to achieve the LSV organisational mission.</p> <p>Offer constructive feedback and provide balanced and informed perspectives at Club and Life Saving Victoria meetings.</p> <p>Participate effectively in the greater Lifesaving community, networking with Clubs, Area officers while advancing organisational objectives.</p> <p>Demonstrate appropriate interpersonal skills, active listening, empathy, social awareness and emotional intelligence in verbal communications.</p>
Personal Attributes	<p>Personal growth and development orientated, with systematic approach when building towards improvement.</p> <p>Solution orientated with an analytical approach to troubleshooting, with the ability to clearly demonstrate clear outcomes.</p> <p>Ability to manage own time to achieve key outcomes, whilst working as part of cooperative team.</p> <p>Ability to prioritise multiple agendas and needs, including of clubs, volunteers and Life Saving Victoria.</p> <p>Ability to empathise and provide constructive feedback.</p>
Essential Competencies	<p>Strong customer service and administrative role experience (or club development experience). For example, previous experience as an officer in a sports club or volunteer organisation.</p> <p>Desire to continuously improve relationships and outcomes with key stakeholders.</p> <p>Have strong IT knowledge and capabilities with the ability to learn new IT systems as required, and work with members to improve internal club capabilities.</p> <p>Strong PC skills (Word, Excel, Microsoft Teams and PowerPoint and general online skills).</p> <p>Good stakeholder engagement and management, including communication skills both written and verbal.</p> <p>Ability to work well under pressure, to troubleshoot and be solution orientate.</p> <p>Ability to take initiative, be self-motivated and ability to work autonomously, including project management experience.</p> <p>Current Victorian Drivers Licence.</p> <p>Current Working with Children Check or the ability to obtain one.</p>



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Competencies & Skills

Desirable Competencies:	Qualifications in business/customer service administration or similar. IT system skills with the ability to support and troubleshoot, with Customer Relationship Management (CRM) systems experience. Lifesaving qualifications. Project management skills Certificate IV in Training and Assessment. Knowledge of OH & S regulations Sound knowledge of Lifesaving.
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