

## Role Description – Regional Development Officer – North Queensland

Title:	<b>Regional Development Officer – North Queensland (RDO-NQ)</b>		
Division:	Regional Support		
Department:	North Queensland		
Location:	Smithfield, Cairns, Queensland		
Reports to:	Regional Manager, North Queensland		
Supervises:	Casual Community Awareness Presenters		
Key Liaisons:	NQ Regional Staff, NQ Branch and Club Volunteer Officers, Membership Development Manager, Membership Development Officer, Membership Sustainability Project Officer, Sport Manager, Sport Development Coordinator, Community Awareness Manager, Academy Operations Manager, State Education Supervisor and Project Officer – Training and Assessment		
Approved Divisional Manager:	Name: Craig Holden	Signature:	Date:
Approved CEO:	Name: John Brennan	Signature:	Date:

### Organisational Profile

**Our Vision** Zero preventable deaths in Queensland public waters.

**Our Values** **Leadership** As the peak authority on coastal safety, we are committed to leading by example, developing industry-best practice and setting high benchmarks for ourselves and each other.

**Community:** We aim to strengthen communities through excellence in service, advocacy and inclusiveness, underpinned by a firm commitment to continuous improvement across all levels.

**Safety:** We aim to prioritise safety at all levels while, at the same time, taking responsibility for the health and well-being of our colleagues, volunteer members and the communities we serve.

**Trust:** We recognise that trust and accountability are the cornerstones of our organisation, and seek to build workplace integrity through high professional standards, open and honest communication, and always delivering on our commitments.

**Respect:** We will treat each other with respect, value each other's contributions, and celebrate our colleagues and members who strive for excellence.

**Teamwork:** We will work collaboratively to combine our strengths and knowledge in the best interests of the organisation and its members.

**Our Commitment**

- We will always do what we say we will do
- We will always acknowledge performance excellence and support the people who strive to achieve it
- We will positively embrace change
- We will share responsibility for open and honest communication and collaboration
- We will be accountable to our customers for the delivery of outstanding service
- We will always positively protect and promote our brand and its values

**Our Strategic Imperatives**

**Committed** – to our Community      **Connected** – to our People      **Effective** – in our Business      **Sustainable** – for the Future

**Position Outline**

To support and build the capacities and capabilities of North Queensland regional clubs, people and services in the areas of Membership Development, Education, Sport, Community Awareness and quality Lifesaving Services Delivery (Port Douglas to Mission Beach).

**Key Results Area – MEMBERSHIP DEVELOPMENT**

Key Performance Indicators	TARGET
<ul style="list-style-type: none"> <li>• To <i>implement</i> the Membership Sustainability– Statistical Reporting – within the region.</li> </ul>	<ul style="list-style-type: none"> <li>• Membership Reports and Statistics for the NQ Branch and ALL Clubs are collated and analysed bi-annually and prepared into SLSQ templated reports.</li> <li>• Present reports, including recommendations, to the NQ Branch and Clubs bi-annually, via Management Committee Meetings, Branch Council and Standing Committee Meetings.</li> <li>• Implement SLSQ recruitment and retention strategies based on key findings and agreed recommendations that sustain membership.</li> </ul>
<ul style="list-style-type: none"> <li>• To <i>advise</i> Club and Branch Officers on effective membership recruitment and retention programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Meet face-to-face (where possible) with Club and Branch Youth Development Officers (ideally monthly), and maintain regular contact (ideally weekly) during the season.</li> <li>• Provide best practice advice to the region with regards recruitment and retention strategies.</li> </ul>

	<ul style="list-style-type: none"> <li>Promote the Membership Sustainability Project – Pathways, and ensure that all Clubs are familiar with the project and how to use tools and services available.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>work with key SLSQ departments to develop and implement</i> strategies to encourage participants (non-members) involved in SLSQ programs and activities to become members of Clubs in the region.</li> </ul>	<ul style="list-style-type: none"> <li>Drive participation growth in SLSQ programs and activities by marketing to the wider North Queensland community, using appropriate resources as required.</li> <li>Ensure the correct recruitment resources are available to support the Community Awareness Department programs regionally.</li> <li>Track the conversion rates for participation programs and activities: <ul style="list-style-type: none"> <li>1% of Little Lifesavers participants become Club members.</li> <li>1% of Community Awareness Program participants become Club members.</li> <li>1% of Secondary School Surf League participants become Club members.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>To <i>coordinate</i> the delivery of regional youth and leadership development programs in conjunction with the Branch Director of Youth Development.</li> </ul>	<ul style="list-style-type: none"> <li>In conjunction with the Branch Director of Youth Development, coordinate and deliver Youth/Leadership Development Programs annually that actively involve members aged 13 to 25 years.</li> <li>Participation in program/s to be aimed at 20% of the total membership for targeted age categories per program.</li> <li>100% of eligible Clubs are engaged and participate in each program.</li> <li>Conduct post evaluations to gather feedback and develop strategies for improving future programs.</li> <li>Develop post-program reports within 2 months of program completion that include survey results, budget, outcomes/objectives achieved, improvement register and recommendations for season ahead</li> </ul>
<ul style="list-style-type: none"> <li>To <i>oversee</i> ‘member welfare’ compliance awareness programs and policies within the region.</li> </ul>	<ul style="list-style-type: none"> <li>Provide information to clubs on request.</li> <li>Coordinate member welfare education and awareness training programs for the Branch and Clubs.</li> <li>Report to relevant SLSQ Manager any potential breach of SLSQ member welfare policies.</li> <li>Assist Clubs and Branch to be 100% compliant with all requirements under the Child Youth Risk Management Strategy (CYRMS).</li> <li>Conduct regular audits of Blue Card compliance for Clubs and provide timely results.</li> </ul>

<ul style="list-style-type: none"> <li>To <i>advise</i> Club Junior Activities Officers &amp; Age Managers on effective junior activities and ensure that training and development is completed in conjunction with the Branch Junior Activities Advisor/Officer</li> </ul>	<ul style="list-style-type: none"> <li>Meet face-to-face (where possible) with Club and Branch Junior Activity Officers (ideally monthly), and maintain regular contact (ideally weekly) during the season.</li> <li>Conduct Junior Activities Health Checks for all Clubs – a minimum of one per club per season – and compile and present a report to each Club JAO within 1 week of conducting Health Check.</li> <li>Provide ongoing assistance and follow-up on all action items identified from Health Check Reports.</li> <li>100% of Clubs have been inducted into the Membership Sustainability Project – Family Participation initiative and supporting tools / services and assist them to implement and evaluate the program.</li> <li>Coordinate a Branch Junior Activities Forum/Workshop annually (pre-season) with 100% representation by all Clubs.</li> <li>Conduct Age Manager award audits and provide assistance to Clubs that require Age Manager accreditations and training.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>promote</i> SLSQ Recognition Programs.</li> </ul>	<ul style="list-style-type: none"> <li>In conjunction with the RAO-NQ and the Membership Team, promote member recognition programs within the region and follow up Clubs to ensure an increase in the number of nominations received each season.</li> </ul>

Key Results Area – MEMBER EDUCATION	
Key Performance Indicators	TARGET
<ul style="list-style-type: none"> <li>To ensure that the Region has a comprehensive training plan in place that maximises impact on the capability, minimises expenditure and ensures delivery of best practice services in the region</li> </ul>	<ul style="list-style-type: none"> <li>Patrol Gap Calculator applied and utilised by each Club, with assistance provided to review and update bi-annually (Aug/Sept and Jan).</li> <li>Collate and analyse data from the Patrol Gap Calculators to identify Award Training Needs for Clubs and other award trends (including gaps) across the region.</li> <li>In conjunction with the SLSQ Education Team and the Branch Education Officer, develop and implement a Regional Training Plan for Branch/State Awards based on gaps/trends/needs identified.</li> <li>Conduct Club Training and Education Gear &amp; Equipment Audits bi-annually (September and May) with results entered into Surfguard.</li> </ul>

	<ul style="list-style-type: none"> <li>Assist the RAO-NQ to ensure quality checks are performed for all lifesaving course paperwork as well as ensuring that it is to RTO standards and processed in a timely manner.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>assist</i> with the coordination and implementation of training and development programs for Trainers and Assessors.</li> </ul>	<ul style="list-style-type: none"> <li>Liaise with the SLSQ Education Team, for support in delivering of Annual Trainer/Assessor/Facilitator (TAF) Upgrades, Workshops, Professional Development and Proficiencies.</li> <li>In consultation and conjunction with the SLSQ Education Team, coordinate the delivery of NEW Trainer and Assessor Courses to increase the number of Active Trainers and Assessors.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>assist</i> Club Trainers and Branch Officers in the training and accreditation of active surf lifesavers.</li> </ul>	<ul style="list-style-type: none"> <li>Meet face-to-face (where possible) with Branch Education and Club Training Officers (ideally monthly), and maintain regular (ideally weekly) contact during the season.</li> <li>Support Club CTO's to develop Club Training Calendars that reflect the identified needs identified from Patrol Gap Calculators.</li> <li>Provide best practice advice on member education processes and practices to Club CTO's.</li> <li>Assist Branch Education Officer and/or SLSQ Education Team to coordinate Club/Branch/State awards courses and member education programs.</li> <li>Assist the Regional IRB TACO with administration of IRB Courses.</li> </ul>
<b>Key Results Area – SPORT</b>	
<b>Key Performance Indicators</b>	<b>TARGET</b>
<ul style="list-style-type: none"> <li>Liaise with key regional sport stakeholders and <i>assist</i> with the effective delivery of Sport development programs for athletes, coaches, officials and team managers.</li> </ul>	<ul style="list-style-type: none"> <li>Assist the Sport Manager and Sport Development Coordinator to deliver and/or coordinate SLSQ's sport programs within the NQ region, including Coaching and Sport Official's courses and re-accreditations.</li> <li>Assist the SLSQ Sport Team with the planning and coordination of a Secondary School Surf League program delivered annually in Cairns.</li> <li>Assist the Sport Development Coordinator with the planning and coordination of an Athlete Development Clinic/Camp delivered within the region annually.</li> <li>Coordinate with Clubs and the Branch, the continued development of the NQ Branch</li> </ul>

	<p>Teams (Junior and Senior), ensuring that training and development is made available across all disciplines.</p> <ul style="list-style-type: none"> <li>• Assist the Branch Director of Surf Sports with the coordination of carnivals and events as required, in consultation with the RM-NQ.</li> <li>• Monitor all regional sport events to ensure that SLSA/SLSQ Sport Safety protocols are maintained, with zero compliance breaches.</li> <li>• Maintain regular communication/liaison with the Branch Director of Surf Sports and relevant Club Surf Sports Officers and escalate feedback / queries when required to the SLSQ Sport Team.</li> </ul>
--	--

<b>Key Results Area – COMMUNITY AWARENESS</b>	
<b>Key Performance Indicators</b>	<b>TARGET</b>
<ul style="list-style-type: none"> <li>• To <i>coordinate</i> beach safety talks and other community education/awareness programs in the region.</li> </ul>	<ul style="list-style-type: none"> <li>• As requested and in liaison with the RM-NQ and Community Awareness Manager.</li> <li>• All programs are delivered to SLSQ standards and compliance.</li> <li>• All activities are recorded in the Community Awareness Calendar at time of booking and any adjustments to bookings updated within 24 hours.</li> <li>• To maintain accurate records for all Community Awareness activities in master reporting sheet on a monthly basis.</li> <li>• Meet targets and KPI's as set by the Community Awareness Manager.</li> <li>• Zero Compliance breaches experienced.</li> </ul>
<ul style="list-style-type: none"> <li>• To <i>coordinate</i> Little Lifesavers programs in the region</li> </ul>	<ul style="list-style-type: none"> <li>• As requested and in liaison with the RM-NQ and Community Awareness Manager.</li> <li>• All programs are delivered to SLSQ standards and compliance.</li> <li>• Statistics and reports compiled to SLSQ standards and compliance.</li> <li>• Meet agreed targets and KPI's as stipulated by the Community Awareness Manager.</li> <li>• Zero Compliance breaches experienced.</li> </ul>
<ul style="list-style-type: none"> <li>• Direct supervision of Community Awareness Presenters (CAP's)</li> </ul>	<ul style="list-style-type: none"> <li>• Support recruitment activities in the Region for appropriate CAP's to deliver SLSQ programs.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure that hours worked are validated and captured accurately on timesheets and forwarded to the Community Awareness Manager for processing by Monday 9am of any given pay week.</li> <li>• Monitor performance of and escalate any performance concerns or commendations to the RM-NQ and Community Awareness Manager in a timely manner.</li> </ul>
--	---

Key Results Area – OPERATIONS	
Key Performance Indicators	TARGET
<ul style="list-style-type: none"> <li>• To <i>attend</i> Branch meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• As requested by the RM-NQ, attend all Branch Standing Committee Meetings – Lifesaving and/or Education, Youth/Membership Development and Junior Activities.</li> <li>• Attend other Branch Meetings as requested by RM-NQ.</li> <li>• Provide relevant SLSQ updates and reports for each meeting.</li> </ul>
<ul style="list-style-type: none"> <li>• To <i>provide</i> reports on work activities to SLSQ and the Branch</li> </ul>	<ul style="list-style-type: none"> <li>• Meet with RM-NQ weekly to discuss and confirm current activities, projects and priorities.</li> <li>• Provide information to the RM-NQ to assist with the preparation of Bi-Monthly Reports for the SLSQ Board of Directors.</li> <li>• Attend all NQ Regional Monthly Staff Meetings and provide relevant reports and updates.</li> <li>• Attend all SLSQ staff workshops and/or meetings as requested by the RM-NQ and/or other SLSQ Managers.</li> <li>• Attend SLSQ Standing Committee Meetings as requested by the RM-NQ and/or other SLSQ Managers.</li> </ul>
<ul style="list-style-type: none"> <li>• To <i>assist</i> SLSQ with promotions, public relations and sponsor liaison programs.</li> </ul>	<ul style="list-style-type: none"> <li>• Assist with the promotion and delivery of Marketing and/or Media and Public Affairs programs and/or events as requested by the RM-NQ.</li> </ul>
<ul style="list-style-type: none"> <li>• To <i>represent</i> SLSQ at meetings and forums.</li> </ul>	<ul style="list-style-type: none"> <li>• As requested by the RM-NQ, attend any meetings, forums or workshops and actively participate and reflect SLSQ’s position on any issues.</li> </ul>
<ul style="list-style-type: none"> <li>• To <i>manage</i> programs and projects.</li> </ul>	<ul style="list-style-type: none"> <li>• All tasks and projects set by the RM-NQ and/or other SLSQ Managers are completed within timeframes and budget allocations specified.</li> <li>• As requested by the RM-NQ, assist with activities and projects related to Lifesaving</li> </ul>

	Operations within the NQ region – i.e. Internal Audits, Gear & Equipment Audits, Incident Investigations, etc.
<ul style="list-style-type: none"> <li>• To <i>maintain</i> an up-to-date database/health status of all Clubs in the region.</li> </ul>	<ul style="list-style-type: none"> <li>• Meet regularly with relevant Club Officers and capture club health status issues in a database, with key issues escalated to the RM-NQ.</li> </ul>



**Key Results Area – TEAM, CAREER and INNOVATION**

Key Performance Indicators	TARGET
<ul style="list-style-type: none"> <li>To <i>provide</i> quality customer service.</li> </ul>	<ul style="list-style-type: none"> <li>All client enquiries are acknowledged within 2 business days actioned and/or resolved within agreed timeframes.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>uphold</i> the standards of SLSQ and lead by example.</li> </ul>	<ul style="list-style-type: none"> <li>Always punctual for work; nil legal, ethical and cultural issues; maintain workplace in a safe, and a professional demeanour at all times. 100% compliance with SLSQ policies and procedures.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>proactively</i> contribute to team meeting.</li> </ul>	<ul style="list-style-type: none"> <li>Raise issues and/or observations relevant to the SLSQ team or the successful running of the organisation in a productive way.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>participate</i> enthusiastically and purposefully at all review meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Be prepared with all relevant documentation.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>take</i> responsibility for personal and professional development.</li> </ul>	<ul style="list-style-type: none"> <li>To research and identify Learning &amp; Development opportunities annually.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>share</i> ideas and innovative concepts to add value to the business.</li> </ul>	<ul style="list-style-type: none"> <li>Evident in improvements of processes and procedures in your own area.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>raise</i> issues and/or concerns with manager.</li> </ul>	<ul style="list-style-type: none"> <li>Done in a timely manner, manager is aware of any concerns or issues that prevent you from achieving your KPI's.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>promote</i> a continuous improvement atmosphere.</li> </ul>	<ul style="list-style-type: none"> <li>Raising and actioning at least one improvement in your area a quarter.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>promote</i> a positive working relationship with both the Regional Support team and the NQ Regional Staff team.</li> </ul>	<ul style="list-style-type: none"> <li>Ensure the team feel they can rely on you and you can ask questions as needed.</li> </ul>
<ul style="list-style-type: none"> <li>To <i>strive</i> for the SLSQ mission in everything you do.</li> </ul>	<ul style="list-style-type: none"> <li>All activities undertaken are completed are in line with the SLSQ Strategic and operations plans.</li> </ul>

## Capability Statement

### Qualifications

Surf Life Saving Bronze Medallion  
Certificate II in Public Safety (Aquatic Rescue)  
Tertiary qualifications in a related area (highly regarded)  
Working with Children Suitability Blue Card or Exemption Notice; or ability to acquire one quickly  
Current Open or Provisional driver's license

### Skills & Experience

Knowledge and understanding of Surf Lifesaving operational services and programs  
Demonstrated ability to influence without authority  
Sound knowledge of Surf Life Saving policies, procedures and constitution  
Demonstrated experience working with volunteers and/or within a volunteer-based organisation  
Sound project management skills,  
Excellent analysis of data and report-writing skills  
Excellent verbal and written communication skills  
Excellent negotiation, problem solving and conflict resolution skills  
Ability to plan and prioritise workloads to meet competing deadlines  
Outstanding organisational and time management skills  
Sound knowledge and ability to use Microsoft Office and its programs (Word, Excel, Outlook, etc.)  
Ability to work autonomously  
Ability to think long term and act short term  
Exceptional presentation and interpersonal skills

### Personal Attributes

Enjoy working as part of team  
Strong work ethic and use of initiative  
Appreciation for surf lifesaving and volunteerism  
High level of attention to detail and organised

Work well under pressure

Ability to travel and spend time away from home

Highly motivated and enthusiastic

Trustworthy

Understands and willing to follow protocol

Availability to work flexible hours – including weekends and 'non-business' hours

Availability to be 'on-call' on a rostered basis