

CLUB SUPPORT LEAD – GISBORNE/TAIRĀWHITI AREA

Kaitautoko ā Karapū

POSITION DESCRIPTION

Reports To:	Regional Manager – Eastern Region
Location:	These roles exist in our four regions: Northern, Eastern, Central, and Southern. They can be based out of any SLSNZ Office within these areas/regions or near their cluster clubs.
Position Status:	Permanent, full-time role, 40 hours per week. Some weekend and evening work is required.
Direct Reports:	None
Key Relationships:	Members, Clubs, Operational Committees in the local area/region, Other Regional Staff, Regional Community Ed Coordinator, Other SLSNZ National Staff, Local Community Stakeholders
Date Prepared:	October 2024

ABOUT SURF LIFE SAVING NZ

As Aotearoa’s leading beach and coastal safety, drowning prevention, and rescue authority, we are unique. We deliver proactive lifeguarding and essential emergency rescue services, a range of public education, beach safety programs, member education, training, and development, and we are also a highly respected sport. With New Zealand having one of the highest rates of drowning (per capita) in the OECD, we are committed to changing this with a vision that ‘No one drowns at the beach in Aotearoa, New Zealand.’

We do all this as a charity and rely on the generosity of the public, commercial partners, foundations, and trusts for donations and financial contributions to lead and support our incredible front-line volunteer lifeguarding services. SLSNZ is the national association and represents 74 Surf Life Saving Clubs with 18,000 plus members, including more than 4500 volunteer Surf Lifeguards. Lifeguards patrol over 80 locations in summer and provide year-round emergency call-out rescue services throughout Aotearoa, saving hundreds of lives each year and ensuring thousands return home safe after a day at the beach.

OUR ORGANISATIONAL CULTURE STATEMENT

People are at the heart of everything we do; we support our clubs, volunteers, and each other through our collective values of:

Collaboration • Integrity • Respect • Wellbeing • Fun

We are an organization that our people are proud to work for; Whanaungatanga (sense of kinship, connection, relationships through shared experiences, and working together) is central to providing our people with a sense of belonging.

POSITION PURPOSE

- This key club-facing role aims to lead the support implementation aspects of our Surf Lifesaving Clubs, enabling them to collaborate (with other clubs) and meet their on-the-ground member development and operational resource needs.
- The role ensures clubs have the required support and development tools in place, including recruitment and retention, education and training programs, and the necessary member wellness initiatives.
- This front-facing club and member-centric role will directly support clubs and allow them to thrive in a modern-day for-purpose environment.

KEY RESPONSIBILITIES

<p>Area Clubs Other</p>	<p>Clubs within the Area:</p> <ul style="list-style-type: none"> • Ngāti Porou SLSC, Ūawa Tiaki Tai -Tolaga Bay SLSC, Wainui SLSC, Waikanae SLSC, Midway SLSC <p>Area Responsibilities</p> <ul style="list-style-type: none"> • Any other duties from time to time as determined by the respective Regional Manager. • Support the implementation and delivery of organisational strategic priorities and projects as and when required. • Supervise the Paid Lifeguard Service seasonal staff in the Gisborne/Tairāwhiti area.
<p>Operational Support</p>	<ul style="list-style-type: none"> • Support clubs with recruitment and retention initiatives. • Collaborate with the Regional Team on opportunities and projects to enhance the clubs' development and membership. • Support clubs with the delivery of on-the-ground initiatives identified through the Healthy Clubs Initiatives or Club Satisfaction Survey. • Advocate for their specific allocated clubs within SLSNZ (and externally as required), reduce isolation through connections and shared resources, and ensure essential volunteer time is effectively utilized. • When required, attend area-specific committee (Sport, Lifesaving, Chairs, H&A) meetings and support the club development-specific projects produced by these Committees. • Manage the area-specific member development course and exam calendars. • Keep current with all SLSNZ Policies and procedures (including NSOPs and CSOPs) and ensure they are actively applied across the clubs. • Support the delivery of Annual Local Area Awards of Excellence and associated member recognition processes across the Area. • Provided on-the-ground support as required in the Health and Safety, Risk Management, Peer Support, Member Wellbeing and Child Protection spaces.

<p>Member Development</p>	<ul style="list-style-type: none"> • Coordinate delivering area/regionally run member development lifesaving courses, exams, and training opportunities aligned with the SLSNZ qualifications and awards framework. Including but not limited to: <ul style="list-style-type: none"> ◦ Intermediate Lifeguard School ◦ Patrol Captain Course ◦ Instructors Training Course ◦ Rock Instructors Course ◦ Inflatable Rescue Boat (IRB) Development Workshops ◦ First Aid Courses ◦ SLA Exams ◦ IRB Exams • Support clubs in enhancing IRB development pathways to ensure a consistent pipeline of well-qualified Crewmen, Drivers, Instructors, and Examiners. • Ensure all regional course content and learning material is current. • Support Clubs in enhancing Lifesaving development pathways to ensure a consistent pipeline of well-qualified Patrol Supporters, Lifeguards, Rookies, Instructors, and Examiners.
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SKILLS & QUALIFICATIONS

- Tertiary qualification preferred
- Ability to think laterally
- High level oral and written communication skills, attention to detail
- Problem-solving ability
- Open-minded and passionate about the organization
- Demonstrated capacity to develop strong internal and external relationships.
- Leadership coaching skills (i.e., the ability to lead, develop, support, and positively influence others)
- Surf Life-Saving knowledge of clubs and our member development pathway.
- Non-biased approach towards members, clubs, and activities within SLSNZ.
- Professionalism.
- A current and clean driver's license
- Commitment to the purpose and values of SLSNZ.

PERSONAL ATTRIBUTES

<p>Collaborative Team Player</p>	<p>Ability to engage with volunteers to achieve joint outcomes. You will be a valued member of the SLSNZ Team, role-modeling our positive, desired organizational culture and values in all of your interactions.</p>
<p>Professionalism</p>	<p>Impartial and professional approach towards all clubs or activities.</p>
<p>Organised</p>	<p>You'll impress with your methodical and systematic approach, time management, and organization skills.</p>
<p>Strong Customer focus ethic</p>	<p>Along with your strong work ethic, you will put club members at the heart of everything you do and be willing to go that extra mile! You enjoy connecting with and talking to our members.</p>

Ability to work under pressure	You can manage and deliver on a multitude of competing deadlines while staying composed in a fast-paced environment. You pride yourself on never missing a deadline.
Can work in a team or alone	You are a team player but can work autonomously, too. You have the confidence to undertake assigned tasks without being micro-managed and the wisdom to ask questions and seek answers if in doubt.
Communication	Displays clear and concise communication. Communication is open, frank, constructive, and positive.
Leadership	Empowers and inspires others and positively represents team members and SLSNZ.
Initiative and reliability	You are nimble and can think on your feet. You see things through, and you'll deliver on time, every time. Your work ethic is on point. You are a self-starter. You take a proactive approach to self-improvement and commit to continuous improvement. You are open and flexible to change.
Enthusiasm and Energy	You are excited about our SLSNZ story and the incredible work our volunteer lifeguards undertake, and you show a commitment to Surf Life Saving New Zealand's purpose and vision.
Integrity	You value personal honesty and integrity, which you demonstrate through your work and attitude; you also keep your word.