

MARCOOLA SURF LIFE SAVING CLUB

POSITION DESCRIPTION

Position Title: Grievance Officer

Reporting to: Board of Directors

This is a voluntary position and carries no salary or designated hours

Purpose of the Position

The Grievance Officer provides unbiased strategic guidance and leadership in support of any matters, including but not limited to: harassment, equity or racial issues within Marcoola Surf Life Saving Club providing assistance to Directors of the Board in relation to their roles.

Pre-requisites

To be appointed for the position of Grievance Officer you must:

- Not have been convicted on indictment or sentenced to a term of imprisonment for a summary offence required to be disclosed by the *Criminal Law (Rehabilitation of Offenders) Act 1986*;
- Not have been a bankrupt; or entered into a deed of arrangement; or made a composition which remains unpaid; in accordance with the *Bankruptcy Act 1966* or corresponding law of another external territory;
- Be eligible to hold a clearance for working with children in accordance with the *Working with Children (Risk Management and Screening) Act 2000*;
- Have a compassionate and caring nature;
- Must not have any negative judicial findings recorded against you in the lifesaving movement;
- Assist in ensuring the Marcoola Surf Life Saving Club is working towards the mission and vision of the strategic plan and implementing the operational plan in accordance with the club's Policies and Procedures;
- Have a strong commitment to the ideals of surf lifesaving;
- Have a high standard of oral communication, interpersonal skills, negotiating skills, good listening skills; and effective volunteer management skills; and
- Have a complete understanding of the Codes of Conduct.

Objectives of the Grievance Officer

- To provide an avenue for members to voice their grievances of any perceived nature in a confidential and secure situation;
- Work with other club officers to resolve any grievance issues in an impartial, confidential and protected manner; and
- Provide accessible mentoring for those members.

Responsibilities and Duties

- Determine (in consultation with State Centre CEO or Appointee) matters including but not limited to grievances, harassment, equity;
- Attend to all matters referred by the Club President;
- As soon as practicable after receiving a reference, meet with, or discuss the issue with the aggrieved party/parties, and take whatever steps and conduct whatever investigations are necessary to determine if the grievance is legitimate, including a requirement of members to provide a statement or report;
- Refer the grievance to the Club/Branch President who must then action it within a reasonable time but no longer than three months;
- If the grievance is determined to be not legitimate, advise the aggrieved party/parties accordingly;
- If unable to resolve a grievance or the grievance is considered to be of a very serious nature, the member shall report the grievance to the Club President/Judiciary Committee for action;
- Keep all information surrounding the circumstances of a grievance confidential, and communicate such information only to the Club President/Judiciary Committee members and/or an appropriate enforcement body following written authority from the Club President/Judiciary;
- Be appointed by the Club Council from a recommendation submitted by the Board of Directors;
- Be active in ensuring compliance with the Child and Youth Risk Management Strategy and all Codes of Conduct;
- Observe and encourage others to comply with the Policies and Procedures as prescribed in the Policies and Procedures Manual, including providing reports and other requested information on the appropriate reporting templates.

Skills and Experience

- Minimum three (3) years general Life Saving involvement; and
- Experience working in a volunteer organisation, preferably with surf lifesaving.

Personal Qualities

- Ability to work with others;
- Ability to prioritise tasks and handle multiple job workloads;
- Attention to detail; and
- Ability to adapt to a changing environment.

Relationships

With	Purpose
1. President	Provide Strategic input to all functional areas of the club
2. Club Captain	
3. Junior Activities Chairperson	

Appointment Period

Endorsed by the Club Council, following a recommendation of the Board of Directors at the AGM.