

1. Position Description

- 1.1 This position has overall responsibility for the management and support of members and employees.
- 1.2 It includes the administration of membership information, volunteer positions descriptions, training and events.
- 1.3 This position is a “Responsible Person” under the Australian Charities and Not-for-profits Commission Act and Regulations.

2. Responsibilities

- 2.1 **Knowledge.** To successfully undertake the role of Service Delivery requires the person:
 - 2.1.1 To have a good working knowledge of the Association Rules, Policies & Procedures and duties of other Management Committee members.
 - 2.1.2 Understand the legal and compliance obligations of SCRDA.
- 2.2 **Governance.** Key governance responsibilities include.
 - 2.2.1 Comply with the governance standards and duties of a responsible entity as defined in the Australian Charities and Not-for-Profits Act and Regulations.
 - 2.2.2 Ensure compliance and legislative obligations are met.
 - 2.2.3 Attend all committee meetings.
- 2.3 **Tasks specific to the role.**
 - 2.3.1 Manage the process of membership application and renewal, supporting the Secretary and Treasurer fulfil their regulatory obligations with regard to membership register and financial status.
 - 2.3.2 Identifying optimum roles for volunteers.
 - 2.3.3 Administer volunteer induction and training.
 - 2.3.4 Enabling volunteers to experience a fulfilling and satisfying experience from their contribution to SCRDA.
 - 2.3.5 Assist members obtain a Blue Card or Yellow Card, if required, and maintain a register of members holding a current Blue / Yellow Cards.
 - 2.3.6 Administer the SCRDA Images Policy.
 - 2.3.7 Administer the Complaint and Discipline Procedure.
 - 2.3.8 Management of employee administration including Roles and Responsibilities, employment terms and conditions and ensuring that all employer legal obligations are met.
 - 2.3.9 Work place health and safety.

3. Skills and Qualities Required

- 3.1 Maintain confidentiality on relevant matters.
- 3.2 The ability to work well with others.
- 3.3 The ability to provide calculated, well considered and constructive inputs to committee discussions.
- 3.4 Good communication skills both verbal and written.

4. Handover

- 4.1 **Updating Key Documents.** Prior to the AGM review this Roles and Responsibilities document to ensure it continues to reflect the requirements of the role. Submit any updates for Committee approval prior to the AGM.
- 4.2 Review all Policies and Procedures related to the role and submit any updates for Committee approval prior to the AGM.
- 4.3 **Induction of Incoming Member for Service Delivery.** Train, mentor and support the incoming committee member.

5. Related Documents

- 5.1 Australian Charities and Not-for-profits Commission Regulation 2013, Division 45 – Governance Standards.