

Child Safety and Wellbeing AJ2028



Role Description

General Manager

Participant Support - AJ2028

Title

General Manager – Participant Support

Reports to

Director, Child Safety and Wellbeing

Direct Reports

Unit Support Leader

Venturer Support Leader

Adult Support Leader

Inclusion Support Leader

Appointment Term

April 2026 to February 2028

Position Type

Voluntary

Scouts Australia is a Child Safe organisation. We are inclusive of all, regardless of gender, sexuality, race, religion, or ability, and do not tolerate any form of harm, abuse, or neglect.

Australian Jamborees are a crucial part of the Scout Journey for thousands of young people; they develop lifelong memories and personal growth for every youth member who attends. We recognise the significant contribution of all who volunteer for the event, and we value mutual respect, flexibility, and positivity. Ensuring that our people have an enjoyable and safe experience is pivotal to the success of Australian Jamborees. Therefore, child safety and participant wellbeing is at the centre of what we do

This role requires actively identifying and implementing opportunities to ensure a consistent experience for everyone involved in the Jamboree, regardless of contingent, home branch, country, or state. This event will uphold the best possible practices in line with the Victorian Child Safe Standards and Scouts Australia and Scouts Victoria policies, procedures, and practices.

Ultimately, Scouts Victoria aims for best practice while consistently meeting our obligations to Scouts Australia (National), the Asia-Pacific Region of WOSM (APR), and the World Organisation of the Scouting Movement (WOSM).

Primary Responsibilities

- Make a significant contribution to the planning and organisation of the 2028 Australian Jamboree.

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- Develop upon, and impeded the plan and vision of the Director - Child Safety and Wellbeing, within approved guidelines.
- Operates in accordance with the Scouts Australia – Australian Scouting Youth Events Policy, the Scouts Australia – Australian Scouting Youth Events Standards, and the Victorian Child Safe legislation.
- Lead a consolidated wellbeing team encompassing four key sub-streams: Unit Support, Venturer Support, Adult Support, and Inclusion Support.
- Develop a collaborative environment bringing together all wellbeing capabilities across the Jamboree to provide a consistent user experience:
 - Unit Support: Lead and manage a large team of adults whose primary focus is to ensure the event meets the needs of its primary audience (Youth). Develop and execute plans to make the Jamboree a safe and positive experience for all participants and attendees. Oversee the deployment of support teams to assist Jamboree Unit Leaders in supporting youth members with homesickness, distress, and engagement, ensuring participation remains high.
 - Venturer Support: Work alongside the Venturer Experience directorate to lead and manage a team of adults whose primary focus is to ensure the event meets the needs of the Venturer Service Leaders.
 - Adult Support: Provide support services to Leaders to ensure they can effectively deliver the “Scout Journey” for thousands of young people. Mediate, carry out investigations, write reports and make recommendations regarding low-level adult conduct and conflict issues before they escalate to critical status. Work alongside critical support elements in cases of severe behavioural and wellbeing concerns.
 - Inclusion Support: Support participants and make recommendations on reasonable adjustments, cultural safety, and disability support to ensure everyone receives a consistent experience, regardless of contingent. Develop and deliver Pre-Event collateral and resources to support inclusion efforts, e.g., social stories and coping plans. Support contingents regarding carer participation. Champion Victorian-based reconciliation efforts and indigenous engagement.
- Build, deliver, and lead a team aligned with the support structures laid out by the Director - Child Safety and Wellbeing.
- Develop and maintain productive communication channels within the team, effectively resolving problems and disputes as they arise.
- Systems & Administration: Utilise incident management systems securely to log confidential investigations, maintain secure records, and build the foundation for comprehensive final reports and risk management.
- Ensure reporting and documentation standards are maintained to ensure effective risk management and post-event handover.
- Continuously improve operations and activities to achieve the Association's goals and objectives
- Ensure compliance with all applicable Government laws and regulations that will apply to the Jamboree, and where required, meet with and actively communicate with any government and other applicable authorities and agencies.
- Other duties as required to deliver AJ2028 or as requested by the Child Safety and Wellbeing Director, or their delegate.

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Attitude, Skills and Knowledge Required

Attitude

- Be enthusiastic with a strong commitment to Scouting Principles and the importance of the Scout Method in your role, and be able to motivate, build, lead, and chair teams among youth members, adult leaders, and volunteers using a variety of methods.
- Be a participatory leader who enthuses others and leads by example.
- Be inclusive in leadership style, encouraging teams to excel and collaborate whilst empowering Youth to participate.
- Be respectful of all team members (and of those in the wider community), recognising individual differences as a resource.
- Have the availability and commitment to the time required to deliver the duties outlined in this role description.

Skills

- Be able to communicate effectively with all levels in Scouting and be an accomplished public speaker to the community.
- Ability to develop sound administrative processes to support strategic direction
- Flexibility in approach and an ability to work under pressure is essential.
- Be able to mediate, carry out investigations, write reports and make recommendations.
- Proven ability to prioritise workloads and multitask to ensure commitments are fulfilled in a timely manner.
- Demonstrate planning and delegation skills.
- Demonstrate risk management, work health and safety, and ScoutSafe skills.
- Maintain confidentiality with sensitive and personal information.

Knowledge

- Have a sound knowledge and strong commitment to the purpose, objectives, and philosophy of Scouting, and have a clear understanding of the methods which make it distinctive from other youth organisations.
- Have a sound knowledge and strong commitment to Scouts Australia and Scouts Victoria's policies and procedures.
- Relevant qualifications or experience.
- Hold or be prepared to complete within twelve months of appointment, a Wood Badge or equivalent advanced leadership training.