

SCOUTS AUSTRALIA (VICTORIAN BRANCH)



ROLE DESCRIPTION State Commissioner – Adult Support

Title State Commissioner – Adult Support

Reports to Assistant Chief Commissioner

Scouts Victoria is a Child Safe organisation. Scouts Victoria is inclusive of all, regardless of gender, sexuality, race, religion, or abilities and does not tolerate any form of harm, abuse or neglect. We enthusiastically welcome applications from individuals of all backgrounds and identities. Your unique experiences and perspectives will enrich our team and contribute to our collective success.

The State Commissioner – Adult Support will share in the strategic direction of Scouts Victoria and will work with the stakeholders to provide leadership, support and mentoring across all adult-related incidents and concerns.

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

This is a voluntary position.

POSITION SCOPE

This role focuses on:

- Building proactive relationships and providing trusted solution-focussed support to adult members across the State.
- Assisting in the management of Adult Code of Conduct matters, and adult conflict incidents, including leading investigations and supporting and training others to undertake these processes.
- Working collaboratively across the Adult Support Team to develop and implement initiatives that provide positive and effective support and development to adult members across the state.
- Support diversity, equity and inclusion.

Success in this role depends on an ability to work with adults using empathy, clear communication and a practical approach to support positive outcomes.

Note: While not responsible for Child Safeguarding or Risk & Safety, the State Commissioner – Adult Support will provide guidance and support for adults to raise these matters promptly and through appropriate channels.





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PRIMARY RESPONSIBILITIES

- Collaborate with the Adult Support Team to provide coordinated support and guidance including:
 - Develop, and maintain accessible resources, tools, and templates that enable Commissioners to effectively manage conflict, and conduct matters at the local level.
 - Enhance capability across Regions and Districts to ensure that appropriate issues are resolved locally, minimising the need for escalation to the state level.
 - Provide advice and support for early intervention in adult disputes and concerns.
- Manage adult conduct matters that appropriately escalate to state level, ensuring outcomes are fair, timely, well-documented and consistent with policy.
- Provide ongoing advice and support to adult volunteers, assisting them to navigate requirements, systems and resources.
- Be an accessible, visible and proactive point of contact for adult members across Scouts Victoria navigating interpersonal or conduct challenges.
- Support development by contributing to people-focused initiatives aligned to State priorities.
- Provide practical coaching and guidance to Commissioners on handling interpersonal matters, including guidance on when (and when not) to escalate.
- Maintain accurate and confidential records of all matters in accordance with Scouts Victoria policy and legal obligations.
- Monitor patterns and themes in issues across the state to inform proactive education and support initiatives.
- Other duties as required by the Assistant Chief Commissioner.

ATTITUDE, SKILLS and KNOWLEDGE REQUIRED

Attitude

1. A strong commitment to the principles, values, method and purpose of Scouting.
2. A people-first, strengths-based approach to leadership.
 - a. Genuine belief that volunteers come to Scouting in good faith — bring a strength-based, empathetic approach to conflict and conduct matters.
3. Solution focused.
4. A commitment to inclusive, respectful and ethical practice.
5. A calm, balanced and professional approach when managing complex or sensitive situations.
6. Uphold and demonstrate a commitment to the implementation of Child Safe Scouting.



Skills

1. Conflict resolution, mediation and de-escalation, including the ability to hold courageous conversations with empathy and respect.
2. Effective relationship-building and stake-holder engagement skills.
3. Strong leadership, mentoring and coaching capability.
4. Clear and confident communication skills.
 - a. Active listening and clear communication across a diverse volunteer community.
 - b. Investigation, report writing and the ability to make evidence-based recommendations.
5. Ability to identify concerns early and support constructive resolution.
6. Sound judgement in applying policy and processes appropriately.
7. Confidence in using digital systems and information tools.
8. Ability to handle sensitive matters with complete discretion and maintain confidentiality.
9. High level of empathy, emotional intelligence and approachability.
10. Demonstrated understanding of risk management, work-place health and safety and child safeguarding principles.

Knowledge

1. Sound knowledge of, and commitment to the purpose and philosophy of the Scout movement.
2. Willingness to maintain and update knowledge of Scouting programs, policies and processes.
3. Experience or understanding of human resources, conflict resolution, or people management — whether from within Scouting or from a professional context outside.
4. Have completed Scouting Management training or be willing to complete within 12 months of appointment.
5. Have completed Scouting Leadership training or be willing to complete within 24 months of appointment.