

HIGH PERFORMANCE (Athlete Wellbeing and Engagement Manager)

Position Description

Date Draft Prepared: 15 July 2018
Updated: 31 July 2018
Next Review Date: 30 June 2019



About Athletics Australia

Athletics Australia (AA) is the national governing body for the sport of athletics in Australia. Our vision is to create One Sport with well-supported, seamlessly connected competitions, programs and events delivering athletic activities to all Australians and this is underpinned by our organisational values of:

- Inclusion
- Integrity
- Innovation
- Excellence

AA's High-Performance Program is funded by the Australian Institute of Sport (AIS). We support our high performance athletes and their coaches in partnership with the AIS, the National Institute Network (NIN) and peak sporting bodies, Australian Olympic Committee (AOC), Australian Paralympic Committee (APC) and Commonwealth Games Australia (CGA).

Role Summary

The Athlete Wellbeing and Engagement (AW&E) Manager is responsible for leading and managing the development and implementation of Athletics Australia's AW&E framework.

The purpose of the AW&E framework is to establish a structured and professional case management plan that improves an athletes' ability to effectively navigate the critical transition points throughout and beyond their sporting career.

This role comprises provision of Athlete Wellbeing and Engagement case management support to AA's High-Performance athletes and their personal coach in the areas of career, education, and mental health/wellbeing services. This includes the implementation and administration of protocols that assist in early identification and management of risk factors and behaviours that may impact on athlete wellbeing.

As part of AA's broader strategy, the AA AW&E Manager will also be responsible for leveraging the tools and systems of the AA AW&E framework and the coordination of their application through AA's Member Associations (MA's) and system partners.

The AA AW&E Manager reports directly to the AA High Performance Director and is responsible for providing sound advice on all aspects of athlete wellbeing.

To fulfil the responsibilities, the position will need to develop and maintain effective relationships with:

- AA High Performance Manager (including the NSO High Performance Team)
- AA General Manager Participation and Community Strategy
- AA Medical Team
- AA Athlete Performance Advisors
- State Performance Coordinators
- AIS Athlete Wellbeing and Engagement Branch
- AA HP Personal Coaches and their support teams
- State Institute and Academies AW&E providers
- Key AW&E National Referral Networks

Where appropriate, it is likely that the AW&E Manager may also take up representative team management duties.

This position will require significant domestic travel, after hours and weekend work.

Position title:	Athlete Wellbeing and Engagement Manager
Version:	1.0
Date prepared:	15 July 2018
Department:	High Performance
Organisation:	Athletics Australia
Location:	Melbourne, VIC
Partners:	Athletics Australia
Basis:	Full time contract position
Award:	Sporting Organisations Award 2010
Probation Period:	6 months
Notice Period:	4 weeks
Special:	This position will require significant domestic travel and may include some international travel. After hours and weekend work benefits will be subject to the AA General Conditions of Employment and related policies.
Line manager:	<i>AA High Performance Director</i>
Reports	Nil

Key Stakeholder Relationships	
Internal	Head Coach High Performance Director AA General Manager Participation and Community Strategy AA Medical Team AA Athlete Performance Advisor AA Integrity Unit Education Officer AA Junior High-Performance Manager Paralympic Program Manager HP Department staff Other AA system employed coaches
External	National Athlete Support Structure (NASS) Athletes AIS Athlete Wellbeing and Engagement Branch State Performance Coordinators (nationally) AA Member Association Staff AA NASS supported Personal Coaches Australian Institute of Sport service Providers and/or SIS/SAS AW&E providers Australian University Sport Australian Sports Commission AA Member Association staff

Role Context	
Mission	<p>The purpose of the role is to provide strategic support to the AA High Performance Director in the development, implementation and delivery of the AA AW&E Framework.</p> <p>The AW&E Manager is responsible for supporting the holistic development, safety and protection of Athletics Australia's athletes by improving the ability of high performance athletes to effectively navigate the critical transition points throughout and beyond their career.</p> <p>It aims to inform, educate and guide assigned athletes who are transitioning into and off the National Athlete Support Scheme (NASS) and/or dAIS through the establishment of linkages and referral networks within the performance service environment. A key focus of this role will be creating alignment and leveraging the existing resources of the State Institute of Sport / State Academy of Sport (SIS/SAS) network.</p> <p>The AW&E Manager will also assist in the provision of broader education and tools to the Australian Athletics community to assist the overall wellbeing of the sport's participants.</p> <p><i>Note: when referencing nationally targeted athletes (unless specifically stated otherwise) it can be assumed that this includes able bodied and para pathway athletes in the high-performance system.</i></p>
Values	<p>All AA employees are expected to behave in a way that is consistent with our organisational values. Our values are:</p> <ul style="list-style-type: none"> • Inclusion • Integrity • Innovation • Excellence
Strategic Alignment	<p>The Athletics Australia Strategic Plan highlights the overarching objectives of AA's High Performance Program.</p> <p><u>Mission:</u> We are committed to the health of all Australians by building and connecting Australian sport's largest and most active participation base and supporting our high performance athletes to achieve international success.</p> <p>There are 5 key objectives in the AA Strategic Plan. These are:</p> <ul style="list-style-type: none"> • High Performance - Create an environment for our HP athletes and coaches to achieve international success • Participation - Build on our connection with Australian sport's largest participation base • Sport Delivery - Deliver high quality, exciting and relevant competitions and events • Commercial - Develop and deliver commercial value to grow the sport • One Sport - Lead and deliver a seamless experience for our athletics community <p>Under the High Performance pillar, the following key initiatives have been identified:</p> <ul style="list-style-type: none"> • Deliver world class support to our athletes and coaches that are most likely to contribute to HP targets • Increase investment in Para athletics to deliver sustainable international success • Identify and support our emerging HP athletes • Build a best practice athlete and coach welfare program • Provide opportunities for enhanced athlete performance through access to appropriate competitions

Outcomes

Aligning to AA's High-Performance vision, values and the Athlete Wellbeing and Engagement success profile:

- Development and implementation of the AA AW&E Framework to support the holistic development, safety and protection of AA High Performance Program athletes.
- Increase awareness and understanding of the importance of athlete wellbeing, life sport balance and post-sport career transition amongst the high-performance athletics community.
- Enhance commitment and action from the performance team to always consider athlete wellbeing when making strategy and operational decisions.
- Establishment and implementation of protocols that provide a professional case management approach that allows for appropriate assessment, intervention, management and reporting.
- AA' elite athletes are aware of and accessing (if required) AIS Mental Health, AIS Career and Education Referral Networks, as well as the Elite Friendly University Network and national networking/community engagement events.
- The existence of an alignment and coordinated national approach to athlete wellbeing through the leveraging of existing resources within the State Institute of Sport / State Academy of Sport (SIS/SAS) network.
- The broader Australian athletics community is aware of the tools, support, and services available to them in the AW&E space and where they can access these
- Athletics Australia is recognised as a leader in supporting the mental health and wellbeing of athletes

Key Accountabilities

- Provide "world best" performance support in AW&E to athletes and the personal coach as part of an integrated performance team to positively impact on athlete performance at international benchmark events.
- Provide strategic support to AA's High-Performance Director and Head Coach in the development, implementation and delivery of the Athletics Australia Athlete Wellbeing and Engagement (AW&E) Framework
- Lead, manage and deliver the right support to athletes to:
 - maintain intrinsic motivation and focus on success in their sport;
 - make a positive transition into life after sport; and
 - communicate authentically and positively about their life experiences in sport and transition into life after sport
- Develop, implement and review policies and procedures that are aligned to the Athletics Australia AW&E Framework to support the holistic development, safety and protection of NSO athletes.
- Lead the coordination of athlete wellbeing and engagement activities through the leveraging of existing resources within the SIS/SAS network
- In conjunction with the APA's and Head Coach, implement and review NASS policies and procedures as they relate to athletes joining or leaving NASS, effectively supporting the transition and integration of emerging pre-elite and elite level athletes.
- In conjunction with the APA's, facilitate, integrate and coordinate the athlete wellbeing

component within the (NASS) and individualised performance planning process.

- Adopt and implement a screening, monitoring and individualised case management approach when assessing athlete needs and refer appropriately.
- Establish, maintain and connect with the various referral networks available, including the AIS Mental Health National Referral Network, AIS National Career and Education Referral Network and the Elite Athlete Friendly University Network
- Lead the planning, development, implementation and revision of a bespoke and innovative curriculum framework keeping with the direction set by the AIS AW&E branch, Athletics Australia National Junior and Senior High-Performance Program, athlete needs and best practice
- Liaise with the AIS AW&E branch in relation to existing pathways for athletes to engage with the Australian community and facilitate work experience programs for placements for athletes.
- Collaborate, lead and influence culture to gain commitment from the Athletics High Performance Team to consistently consider athlete wellbeing when making strategy and operational decisions.
- Engage in ongoing professional development specifically (but not limited to) in the areas of mental health, wellbeing, athlete conduct and safety and protection, education, career mapping and transition within the context of the high-performance environment.
- Maintain contemporary knowledge of social issues impacting sport and proactively instigate solutions to address any developing issues.
- Maintain regular communication and reporting with referred athletes, the nominated APA, personal coach and the performance support team.
- Develop and maintain strong relationships and lines of communication with key internal and external stakeholders,
- Attend regular DTE training sessions, camps and competitions as required to support an integrated approach to performance support.
- Assist in the coordination of proactive support for athletes who have exited the high-performance pathway.
- In conjunction with the High-Performance Director, provide input, monitor and manage the budget relating to Athletics Australia AW&E activity.

Other

- Promote and commit to a high-performance culture promoting AA's vision, values.
- Work collaboratively and act as a sounding board for State Member Associations and other departments of Athletics Australia to support the development of organisational outcomes associated with Athlete Wellbeing and Engagement.
- Where requested, perform the role of an appointed member to teams at benchmark events
- Commit to continuous learning and building capability (self and others) in line with the Athlete Wellbeing and Engagement Manager Success Profile.
- Ensure compliance (for self and others) with all appropriate AA's Ethics and integrity policies and best practice.

Given the demands of this role, and the nature of working in high performance sport, work outside standard working hours may be required in the evening and weekends – regular domestic and international travel will be required. These responsibilities should be read in conjunction with the Athletics Australia's Workplace Health & Safety policy and procedures.

Qualifications/experiences

Essential

- Relevant qualifications that would support the achievement of the role outcomes and key accountabilities. Example include Education, Sports Administration, Career Counselling, Psychology (or related other field).
- Strong understanding of the Australian sport system, in particular proven experience working in a multi-disciplinary High-Performance environment
- Demonstrated high level experience guiding and supporting people through various transition, educational and vocational pathways.
- Demonstrated high level ability in a relationship or change management role aimed at influencing a diverse group of individual and stakeholder's groups using appropriate interpersonal styles and techniques.
- Intermediate/Advanced knowledge of MS Office and other sport specific computer programs
- Working with Children's check, Drivers Licence, First Aid Certificate & Current CPR
- A commitment to Athletics Australia's Integrity requirements for HP staff
- Australian citizenship, or have permanent residency status, or a visa permitting you to work permanently in Australia. For temporary appointments, you must have a visa permitting you to work for the length of the temporary appointment

Desirable

- High quality organisational, planning and communication skills (in sport or similar type people-based environment), with a focus on developing and implementing long term plans that support and monitor athlete wellbeing and engagement.
- Evidence of ability to design, implement and deliver strategic planning elements to deliver improved business performance.
- Demonstrated ability to establish, implement, maintain and grow community partnerships to provide opportunities for athletes to engage and integrate with activities outside training and competition
- Demonstrated high level experience implementing case management or triage processes to ensure appropriate care and referral are accessible
- Proven ability to undertake leadership and management responsibilities, including staff learning and development
- Knowledge of current trends in international level Athletics (across event groups) and demonstrated breadth of understanding of the performance and competition needs of international and senior level athletes, coaches and Sport Science Sport Medicine staff.
- Mental Health First Aid and/or Career Counselling Accreditation (or equivalent)

Athlete Wellbeing and Engagement Manager Success Profile

Experience – What people have Done	Knowledge – What people know
<p>Proven experience in a high-performance type environment, including evidence of building positive engagement with coaches and athletes.</p> <p>Proven ability and commitment to work in a multi-disciplinary environment.</p> <p>Demonstrated experience guiding and supporting people through career transition and vocational pathways.</p> <p>Experience driving case management approaches or triage of individuals to identify needs that ensure appropriate levels of care and referral methodology.</p> <p>Developing and implementing community partnerships with a wide range of stakeholders to establish, maintain and grow networks.</p> <p>Developing and implementing a long-term strategy, including evidence of navigating and managing competing priorities</p> <p>Experience managing, leading and developing people, including facilitating learning outcomes in a small group setting.</p> <p>Proven experience working with a wide range of stakeholders</p> <p>Implementing individualized plans</p> <p>Delivering a successful program.</p>	<p>Demonstrated high level understanding of the performance and competition needs of international and senior level athletes and personal coaches.</p> <p>Wide ranging knowledge regarding the roles and functions of high-performance service and support teams within the National Institute Network (NIN).</p> <p>Deep understanding of the elite sporting environment and the requirements to appropriately and confidentially guide athletes and coaches regarding career transition, wellbeing and health,</p> <p>An understanding of how to negotiate a high pressure and complex environment.</p> <p>Knowledge of career development and education best practice.</p> <p>High level understanding of Mental Health Best practice</p> <p>An understanding of integrity, duty of care, anti-doping and match fixing implications for athletes and coaches.</p> <p>An understanding of the ethical requirements and professional behavioural expectations of Athletes and personal coaches in preparation and competition environment.</p>
Competencies – What people can do	Personal Attributes – Who people are
<p><i>Interpersonal:</i> Building partnerships Building trust Gaining Commitment</p> <p><i>Leadership:</i> Coaching & Developing Others Leading through Vision & Values Building a Successful Team Facilitating Change</p> <p><i>Business/Management:</i> Customer Focus Selecting Talent Planning and Organising Decision Making Sports Industry Acumen</p> <p><i>Personal Attributes:</i> Driving Results in a program Continuous learning</p>	<p>Empathetic Proactive Self-Reflective Integrity Resilient Adaptable Innovative and Creative Inspirational Confident Desire to help others, service orientation Growth mindset Elite disposition Sense of perspective Broad minded Calm under pressure</p>