



MEMBER ROLE DESCRIPTION

THE SUPPORT SQUAD MEMBER IS RESPONSIBLE FOR PROMOTING THE WELLBEING, SAFETY, AND INCLUSIVITY OF ALL CLUB MEMBERS, ENSURING A POSITIVE AND SUPPORTIVE ENVIRONMENT WITHIN THE COMMUNITY CLUB.

RESPONSIBLE TO

The Support Squad member is responsible for maintaining direct accountability to QRL staff, the Club President, and all members of the club.

Responsibilities

The Support Squad member should:

- Refer members to appropriate external professional support services when required.
- Implement and uphold child protection policies and procedures to safeguard young participants.
- Promote inclusivity and diversity, ensuring the club is accessible to people of all backgrounds, abilities, and demographics.
- Foster a sense of belonging and community to improve member retention and satisfaction.
- Liaise with QRL Staff to coordinate training for community members.
- Provide a clear and approachable point of contact for members to raise concerns, ideas, or suggestions.
- Complete the Support Squad Impact Form following any instance of providing support to a community member.

INITIAL DUTIES

- Ensure all members are aware of the White Cloud Foundation partnership and have access to available resources.
- Attend education and training sessions as required.
- Build rapport with QRL staff, acting as the primary contact for all wellbeing and social impact related enquiries.

TIME REQUIREMENT

The estimated time commitment required as the Support Squad member is 4-5 hours per week. The Support Squad member is appointed for a 1-year term.

ROLES & RESPONSIBILITIES

Support Squad volunteers are engaged in meaningful roles which contribute to the QRL's purpose, goals and objectives. These include, but are not limited to:

- Representing our brand in a positive and professional manner on WhatsApp groups, social media and when attending any community
- Rugby League venues in your support squad role.
- Supporting other Support Squad members to debrief and provide emotional support to them if necessary.
- Liaising with QRL staff if difficult, complex or emergency situations arise.
- Attending Support Squad meetings whenever possible around your work commitments
- Following the ALGEE Action Plan:

There are 5 key actions in the Youth Mental Health First Aid Action Plan, commonly referred to as ALGEE:

Approach the person, assess and assist with any crisis

Listen and communicate non judgementally

Give support and information

Encourage the person to get appropriate professional help

Encourage other supports

SCAN HERE



2026 EOI Support Squad form

Support Squad - QRL Website

- [Support Squad | QRL](#)

Member Protection Information Officer

- [MPIO](#)

Youth Mental Health First Aid Training

- [MHFA](#)

White Cloud Foundation

- [White Cloud](#)