



Job Description - Court Supervisor

Position Description

Position:	Court / Venue Supervisor
Reports To:	1. Court Supervisor to Venue Supervisor / Team Leader 2. Venue Supervisor / Team Leader to Lead Supervisor 3. Lead Supervisor to Committee
Works With:	1. Lead Supervisor 2. Operations Manager 3. Business Manager 4. Committee Members 5. Referees 6. Venue Staff
Objectives of Position:	• Oversee effective administration of rules and uphold standards of behaviours for players, coaches, parents and spectators • Provide effective incident / issue management • Manage complaints and reports through to the club and/or EDJBA (see By-Laws Section 35). • Facilitate the effective use of the venue, equipment and supplies • Be an active ambassador of the Balwyn Blazers Basketball Club, demonstrating the Club's values of Teamwork, Respect, Enjoyment, Development, Sportsmanship



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Duties & Responsibilities	Venue Management • Perform venue opening and closing procedure (if rostered at start and/or end of day) • Walk through venue to ensure compliance with safety regulations (e.g. egress, lighting, leaks, other hazards) • Perform incident resolution promptly and effectively. Elevate or ask for support if/when required (see 'reports to') • Report any issues (see 'reports to') Equipment & Supplies Management • Setup and ensure equipment is accessible and in working order (e.g. right size games balls - must be Molten, score box, iPads) • Ensure first aid supplies are organised and accessible • Pack down and put away equipment and supplies at end of day neatly • Report any equipment / supplies needing replacement, replenishment or repair to the Operations Manager Injury Management • Actively monitor all games on your designated court / venue to be aware of injuries as soon as possible • Promptly provide first aid supplies to the affected player / carer if required (parent or coach has to give you permission) • Communicate with the player, parent, carer, coach to determine if player requires further medical assistance and support as required • Call 000 in the case of a medical emergency and follow the instructions of the operator as required (parent, guardian or coach has to give you permission) Behaviour Management (of players, coaches, scorers, parents, spectators) • Actively monitor all games on your designated court / venue paying attention to players, referees, coaches, scorers and spectators • Communicate with referees, introduce yourself at start to the game. • Check in with referees at the middle and end of the match to stay aware of potential and emerging issues and any support needs • Provide game clock & scoring support - referee is first contact • Keep the entrance/exit area of the venue clear of players and spectators. Help to move them on to a more suitable space whilst they wait for their game. • Keep the ends of the court directly behind the rings clear of players and spectators. • Ensure teams vacate team benches immediately following their games (direct them to the corners if they wish to have a chat with the coach)
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	• Together with referees, assist players, coaches and spectators with <i>education</i> of rules and standards of behaviour - (see 'reports to') • Together with referees, <i>enforce</i> rules and standards of behaviour for players, coaches and spectators • Effectively elevate the issue for resolution if / when required (see 'reports to') • Be on hand to answer queries from players, coaches and spectators in relation to the venue, EDJBA Competition Rules, Codes of Conduct and Balwyn Blazers Club queries Other • Ensure own knowledge of EDJBA rules and by-laws is current (see By-Laws) • Perform effective handover to next rostered supervisor at end of shift - just let them know any information that might be helpful for their shift. • Communicate into the WhatsApp group chat any referee changes, incident/issue updates and changes to the arrival/departure time for your shift. • Whatsapp Group – participation - keep an eye out just in case you might be able to answer a question or be aware of any updates. • Compliance with regulatory and workplace legislation and Balwyn Blazers Club policies
Required Behaviours	As a representative of the Balwyn Blazers and a game day official you are our front line staff interacting with the community and must therefore demonstrate the following: • Confident to engage with diverse stakeholders e.g. referees, coaches, parents, staff • Confident to lead a group through issue resolution and enforce rules, policy and codes of conduct on individuals and groups when required • Proactive and energetic. Willing to be on your feet, roving, communicating and anticipating tasks for execution • Thorough, can complete tasks to a high standard without supervision • Clear and simple verbal & written communication skills • Good listener in order to fully understand perspectives before responding • Not afraid to ask for support or to elevate issues for resolution • Mature and professional when dealing with the public, players, coaches and parents (our customers!) and colleagues.