

HILLS BASKETBALL ASSOCIATION INC

JOB DESCRIPTION

JOB TITLE: HBA Game Supervisor

DEPARTMENT: Officials

REPORTS TO: Officials Manager

PREPARED BY:

PREPARED DATE: 30th June 2021

LOCATION: Hills Basketball Stadium, Castle Hill.

STATUS: Casual

HOURS: Flexibility pending shift allocation. Due to the nature of the position, weekend shifts are available and set shift hours will vary pending rostered day.

ABOUT THE ROLE

Reporting to the Officials Manager, you will be the 'on-floor face' of our organisation during our local and/or representative competitions. You will lead not only our team of officials (inclusive of referees, scoretable personnel, and stats personnel) during an exciting period of growth, change, and adaptation, but also assist our customers in positively participating and engaging with Basketball across multiple HBA facilities. As a Game Supervisor it is imperative that you positively contribute to the creation, implementation, and ongoing maintenance of a safe, comfortable, and enjoyable environment for all active and non-active members of the HBA community.

This role is one of two specialist floor positions within the Officials/Competitions Department: 1. Game Supervisor/s. 2. Stadium Supervisor. While there is a distinction in roles and responsibilities between these two positions, the success of our program and competitions relies on, and requires our 'on-floor team' to work together, support each other, and collaborate with one another throughout their shift. We are better when we work together, so let's ensure that all members of the team are working harmoniously and allowed the opportunity to develop as a valued member of

Being apart of the on-floor team, you will be required to adhere to and implement HBA's policies, systems, additional directives and processes throughout your shift. Therefore, as an integral part of the success of our business process and plan (inclusive of the implementation process), we encourage your ongoing and insightful contribution relative to the improvement of our program.

KEY AREAS OF MANAGEMENT

Oversee Game Day Officials (Referees, Scoretable and Stats)

Game Day officials-based administration (rosters, late withdrawals, report forms, etc.)

Game Day officials education and development (on-floor coaching)

Game Day administration (player rego, hand-written names, etc; NOTE: *shared with Stadium*

Game Day customer-service (Inquiries, product availability i.e. skills, etc.; NOTE: *shared with Stadium Supervisor*)

Game Day customer complaints and issues (NOTE: *shared with Stadium Supervisor*)

Game Day first aid

ESSENTIAL DUTIES AND RESPONSIBILITIES *Incl. the following however other duties may be*

GENERAL: OVERSEE GAME DAY OFFICIALS

Ensure all referees are on-court and completing the scoresheet and pre-game duties during the 5-minute crossover period.

Ensure all referees are throwing up the jumpball and inbounding at the half-way line at the start of the 19-minute period.
Ensure all referees are wearing the appropriate uniform (black pants/shorts, black and white shirt, whistle & lanyard, and sneakers).
Replace officials if required.
Ensure all referees can complete a scoresheet correctly.
Ensure two referees are on each court.
Ensure all referee equipment is used with respect and stored appropriately.
Ensure all referees on A grade (in seniors) are wearing long, black pants.
Ensure all officials feel safe and comfortable in the on-floor environment
Address game day referee issues as required (i.e. sickness, injury in previous game, attitude, professionalism, etc.)
Provide general information regarding rules and by-laws to officials (colour clash, US foul criteria,
Develop and maintain proactive and positive relationships with game day officials.
Ensure all officials are aware that you are a point of call and support.
Maintain a harmonious and positive work environment (both in the referee room and on court) for
Ensure referees are running across all games.
Ensure delivery of best practice communication between staff and officials.
Ensure you are proactively and constantly moving between all courts at your rostered venue.
Ensure officials are aware of the Referee Code of Conduct (if necessary).
Ensure all officials are refereeing the games they are rostered to (extenuating circumstances may apply. Required to inform Officials Manager of all changes made to the roster)
Implement performance penalties to officials who fail to perform as per the Referees Code of
Ensure officials are aware of general procedures including replacement and availability.
Ensure referees room and areas is tidy.
GAME DAY OFFICIALS ADMINISTRATION
Ensure the trainers paysheet is correct before signing.
Ensure the official has arrived and completed their rostered games before approving referee
Ensure all officials sign the paysheet once they have collected their pay.
Replace officials + update the roster when required on Game Day (i.e. late withdrawal from the
Ensure the paysheet is updated once changes have been made to the roster.
Review and authorise all official report forms when required.
Ensure all technical, unsportsmanlike and DQ fouls are recorded in both the Game Supervisors
folder and Stadium Supervisors email.
Ensure all referee issues are communicated (verbal or non-verbal) with the Officials Manager.
Ensure all changes to the roster are communicated in the Officials Manager folder.
Ensure all paperwork (supervisors report sheet, report forms, copy of the roster) are in order and
placed in the folder at the end of the shift.
Ensure any and all breaches of the Referee Code of Conduct at any level are reported to the
GAME DAY OFFICIALS EDUCATION AND DEVELOPMENT
Consult with the Referee Education Co-Ordinator and Referee Elite Co-Ordinator about required
observations and assessments of officials (if necessary).
Engage in on-floor coaching with officials.
Engage in on-floor coaching of referee trainers (if necessary).
Communicate with the Referee Education Co-Ordinator and Referee Elite Co-Ordinator about
officials ready for assessment/upgrade.

Communicate with the Referee Education Co-Ordinator about concerns re: an officials development and pathway.

Address any officials questions about the referee development pathway.

Communicate with the Referee Elite Co-Ordinator about potential candidates for representative refereeing in the upcoming season.

GAME DAY PLAYER + GAME ADMINISTRATION

Check scoresheets are completed correctly by scoretable personnel and referees.

Check hand-written names at the beginning of the game. If required, confirm they are registered and the parameters around their inclusion in the roster.

Check unregistered players at the beginning of the game.

Sign off unregistered players once they have paid registration (confirm using NxGen system on floor tablet or Stadium Supervisor).

Communicate all player concerns and issues with Stadium Supervisor.

Communicate and enforce By-Laws amongst teams, coaches, and individual players.

Ensure each team has provided at scoretable person.

Clear team benches to team staff (Coach, assistant coach and manager) and players only.

Ensure scoresheets are returned to the Stadium Supervisor after a technical, US, or DQ Foul has
If necessary, advise customers of online and hard-copy forms available (i.e. add/delete player form).

Ensure all players are in correct uniform after week 5 of competition.

Ensure 3 original players are signed on and present across each team.

Ensure the scoresheet is completed correctly if a forfeit occurs.

Educate players, coaches and managers on the local competition by-laws and HBA policies when required (i.e. new photo policy and hire singlets)

Communicate equipment malfunctions, issues and concerns with the Stadium Supervisor and Officials Manager.

Communicate equipment or stock needs with the Stadium Supervisor for their email (i.e. more gloves, paper towel for the scoretable trolleys, clean towels, etc.)

GAME DAY CUSTOMER SERVICE

Address customer feedback as they arise in a courteous manner.

Address customer inquiries as they arise in an open and honest manner.

Provide general information regarding products and programs offered at HBA.

Seek assistance from the Stadium Supervisor if further information is required for a customer

Communicate all customer feedback to Stadium Supervisor (competition + facility related) and Officials Manager (Referees related).

At the beginning of the season introduce yourself to team managers and coaches.

Educate players, coaches, and managers of the processes and procedures around seeking assistance and help from staff members ('Find a Red Shirt' mentality)

Create a harmonious, safe, and enjoyable environment for our customers.

GAME DAY CUSTOMER COMPLAINTS AND ISSUES

Communicate all game day customer complaints and issues to the Stadium Supervisor and Officials

Emulate approachability and employ positive, proactive communication strategies with customers (i.e. active listening, eye contact, and open body language).

Familiarise yourself with the Education Portal for conflict management techniques and procedures.

GAME DAY FIRST AID + FACILITY MANAGEMENT

Assist with emergency evacuation procedures if required.

Provide initial first aid assessment for players, coaches, and referees.
Ensure spillages are attended.
Familiarise yourself with the Education Portal for detailed explanation of First Aid procedures and
Communicate with Stadium Supervisor when first aid stock is limited or non-existence in the first aid box/room (i.e. no saline or bandages).
Ensure dirty laundry has been placed in the washing machine and turned on.
Ensure the facility is secure (check fire exits and courtyard doors) and alarm activated at the conclusion of each shift. All supervisors are to leave the facility together.

QUALIFICATIONS *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge,*

Selection Criteria - Essential

Be customer-focussed with the ability to understand issues from the member's perspective.
Be solution-focused when engaging with other staff members, customers, officials and non-active members of HBA.
Provide a calming influence in circumstances where customer expectations may not have been met.
Demonstrate a general knowledge and understanding in all facets of basketball and general skill in refereeing basketball.
Excellent communication skills and ability to communicate effectively with people of all ages particularly adolescents.
Evidence of the ability to work autonomously.
Proven ability to work as a part of a team to deliver outcomes.
Excellent time management skills, inclusive of punctuality.
Energetic and outgoing personality that supports your ability to build effective relationships
Excellent oral and written communication skills.
Demonstrated current rule knowledge.
Ability to engage with and support the learning and development of officials.
Current driver's license.

Selection Criteria - Highly Desirable:

Ability to complete general administration tasks.
Ability to receive feedback from and open discussion with management personnel.
Possess strong interpersonal skills and the ability to work with a diverse range of staff members.
Possess strong communication skills, both verbal and written, with the capacity to communicate information and recommendations accurately, clearly and succinctly.
Willingness & ability to support inclusivity and diversity at HBA.
Knowledge of, and passion for the sport of Basketball.

PRE-EMPLOYMENT CHECKS

Current Drivers Licence
Current Senior First Aid Certificate
Working with Children Check

Hills Basketball Association is an equal opportunity employer who may from time to time require contribution and commitment above the scope of this profile. It is anticipated that the successful appointee shall maintain an awareness of this potential requirements and make every effort to assist in delivering to HBA's members' expectations in a cooperative and unreserved manner.