

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	NSW GROW Murray Coordinator	Department	Migration Support Programs NSW
Location	Albury	Direct/Indirect Reports	nil
Reports to	Migrants in Transition Participation & Inclusion Lead for NSW	Date Revised	
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	<b>Job Evaluation No:</b>	HRC0039591

### ■ Position Summary

Australian Red Cross' Migration Support Programs work to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We support people who are vulnerable due to their migration experience or circumstances, for example, people who have arrived as refugees, people with restricted access to support and services, or vulnerable to exploitation. We work directly to prevent and reduce the vulnerability of migrants, to protect them against abuses, exploitation and denial of their rights, and to facilitate opportunities to build on their strengths and forge successful employment and enterprise outcomes, as well contributing to their communities. Since 2017 Red Cross has been the principal provider of settlement support services in the Albury and Murray region of South West NSW and a partner in the formation of the NSW GROW (Growing Regions of Welcome) initiative with local community organisations and the NSW Government.

NSW GROW is an initiative of Multicultural NSW (NSW Government). NSW GROW will resource local communities and organisations in the NSW Murray region to drive a strategic, collaborative approach to attracting and retaining newcomers<sup>†</sup>. A focus on place will enable the communities to address their unique economic and social objectives, and joining with others at a regional level will allow them to better use existing services and infrastructure and strengthen newcomer inclusion. Red Cross is the backbone organisation supporting the Murray Region GROW Taskforce and employs the Murray Region GROW coordinator.

The position reports to the Red Cross Participation & Inclusion (P&I) lead. The P&I lead and Regional Manager Red Cross will support and manage the position in its obligations to the regional taskforce.

The GROW Murray Coordinator will drive strategies for attraction and retention of prospective newcomers to the region on behalf of the Murray Regional Taskforce and in collaboration with Taskforce members, key community

<sup>†</sup>For the purposes of this pilot program only, Multicultural NSW uses the inclusive term of "newcomers" to capture these diverse target cohorts including refugees, asylum seekers and migrants.

leaders and influencers and the Project Steering Committee and associated projects in the Riverina region and Western Sydney.

The Coordinator will work within guiding principles of;

- A Human Rights Approach
- Lived experience at the heart of doing,
- A focus on strengths,
- Locally led design and decision-making

to progress the attainment of short medium and long term goals that support coordinated efforts across sectors to create secondary migration links between western Sydney and regional NSW, AND drive sustainable social and economic outcomes for participating regional communities and newcomers.

This position is a funded pilot project for 3 years commencing July 2021 through to June 2024.

## ■ Position Responsibilities

### Key Responsibilities

- Supporting the Murray Regional Taskforce to develop and implement their strategic plans for recruitment & retention of migrants to achieve the set goals of the project over the pilot period.
- Oversight on behalf of the Taskforce the development and Implementation of the agreed newcomer attraction and retention strategy and outcomes framework for the Murray region.
- Implementing action plans with Stakeholder communities and organisations that utilise flexible seed funding and leverage existing programs to address local priorities supporting program goals.
- Establishing networks and referral pathways with the Regional Employment Hub (western Sydney) and work collaboratively to achieve shared outcomes
- Conducting research and consultation to map relevant employment, community and service sector opportunities and priorities at local and regional levels
- Prepare and progress the periodic reporting by and for the Murray Regional taskforce to Multicultural NSW and the Steering Committee on the implementation of the project plans and contributing to the evaluation of the program
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints

## ■ Position Selection Criteria

### Technical Competencies

(These are the specialist skills required for the role.)

- Demonstrable strategies for effectively managing competing work activities within planned timeframes and performance standards including determining priorities and managing projects using Agile strategies and tools such as Trello or MS Planner.
- High-level proficiency using MS Office or like programs to record, draft and present information, including data for government and community audiences at multiple levels.
- Experience with preparation of communication strategies and management of media engagement and commercial and civil protocols for working with Government, Business and Community leaders.

- Significant experience working with business and/or community leaders in roles that provide influence and guidance on innovation and managing change.
- Experience working with individuals and groups of culturally diverse identity to engage their trust and participation in activities that develop their readiness for economic and social engagement in regional communities.

## Qualifications/Licenses

(These are the specific qualifications and licenses required for the role.)

- A degree/diploma in a relevant field AND a substantial record of accomplishment in community based social and/or economic development work over a minimum of 5 years. Persons without formal qualifications but can demonstrate a current and continuous record of accomplishment can apply.
- A NSW Working with Children check is a mandatory requirement for this role
- An Australian Class C Motor Vehicle Drivers Licence

## Behavioural Capabilities

(This position is highly dependent upon the character and behaviour of the occupant therefore the following capabilities will be assessed in recruiting to the position.)

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Team effectiveness | Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.