

POSITION DESCRIPTION – TEAM LEADER

Position Title	National Coordinator - Operations and workforce	Department	Emergency Services
Location	Flexible	Direct/Indirect Reports	Nil
Reports to	Manager - Operations	Date Revised	December 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 6		

■ Position Level Descriptor

An individual at the Team Leader level is a front line Manager or Supervisor who has a team of people reporting to them. The team generally has a single disciplinary focus. An individual at the Team Leader level typically reports to a Manager

■ Position Summary

The National Coordinator – Operations and Workforce supports the delivery of Emergency Services programs, services, systems and training across Australia. This role will also responsibility for the delivery of nationally consistent frameworks, resources, training and compliance measures to ensure States and Territories have the capacity and capability to deliver services before, during and after emergencies.

This role will drive consistency in service delivery and workforce management standards, and work collaboratively with States and Territories to meet organisational requirements and strategies.

■ Position Responsibilities

Key Responsibilities

- Coordinate and implement a range of relevant, high quality, contemporary National frameworks, resources and materials to drive best practice across service delivery and workforce management
- Ensure that all State and Territory program delivery practice is consistent and efficient
- Build strong relationships and work closely with key internal stakeholders such as Human Resources, IT, Volunteer Directorate and Volunteer Engagement positions to ensure compliance with organisational policies, and to collaborate on initiatives regarding service delivery and workforce management process improvement
- Work with key internal stakeholders to contribute to the development of a whole of organisation response capacity
- Work with key internal stakeholders to continue to build a sustainable emergency services workforce to achieve
- Ensure all service delivery across Australia is in line with the national strategy
- Manage the development and implementation of key resources, training and development programs in partnership with national team members

- Ensure that operations team reporting processes are in place to support the achievement of Emergency Services outcomes
- Lead and promote opportunities to attract and retain a diverse workforce, with a focus on organisational inclusion strategies
- Provide expert guidance and advice to States and Territories as required regarding service delivery and workforce management best practice, relevant organisational policies and strategies
- Coordinate and monitor the effective management of national service delivery resources
- Contribute to ES program compliance with all Red Cross policies as directed
- Act in an operational role during an emergency as directed by the National Operations Manager.
- During operations, assist with National Coordination Centre Functions, as requested by the National Incident Coordinator
- Participate in the National Duty Officer roster as required

■ Position Selection Criteria

Technical Competencies

- High level understanding of and experience in emergency management
- Highly developed organisational skills with a proven ability to determine priorities and deliver outcomes.
- Demonstrated experience in and understanding of human resource management practices and principles in an emergency management context
- Demonstrated experience in high level project management and implementation of projects within a multi site organisation.
- Highly developed oral and written communication skills, including presentation skills
- Demonstrated experience in developing and/managing operations processes, systems and structures
- Strong relationship-building and influencing skills, with both internal and external stakeholders
- Proven ability to identify new approaches and solutions and be innovative in addressing challenges
- A demonstrated commitment to providing a safe and inclusive work environment, including managing legislative and organisational requirements
- Demonstrated ability to contribute to program-wide effectiveness, accountability and learning in a multi site organisation

Behavioural Capabilities

- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **Team effectiveness | Collaborating |** Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Team effectiveness | Managing change |** Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.
- **Organisational effectiveness | Valuing voluntary service |** Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.
- **Organisational effectiveness | Innovating and improving |** Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

■ 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 Code of Conduct 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 3 years thereafter. Police check renewals may be required earlier than 3 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