



POSITION DESCRIPTION – TEAM MEMBER

Position Title	Project Officer – Participation & Inclusion	Department	Migration Support Program
Location	Hobart	Direct/Indirect Reports	20+ volunteers
Reports to	State Lead - Migration	Date Revised	November 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0050708

■ Position Summary

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants, people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. The focus of our work is 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 contribute to their communities.

Red Cross is responsive to the changing context and needs of migrants, and integrated in service delivery, activation and influence. We are connected locally, nationally and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses and government sectors. Migration Support Programs operates within an ongoing, adaptable model to ensure relevance and impact. Key to our work is the integration of human centred design principles along with locally sourced insights.

The Project Officer – Participation & Inclusion will contribute to Red Cross' work in increasing the economic and civic participation and belonging of migrants in transition. They will be responsible for the effective development, implementation and monitoring of relevant projects aimed at inclusion activities to increase social cohesion, capacity and sense of belonging; as well as working directly with migrants in transition, community, business and government partners to generate economic and civic participation and capacity building opportunities.

■ Position Responsibilities

Key Responsibilities

- Develop and implement project plans, evaluation and reporting mechanisms
- Ensure effective data collection, and monitoring and evaluation of relevant project activities to achieve strategic impact
- Ensure the voice of lived experience is at the centre of everything that we do
- Engage, consult and collaborate with migrants in transition, business, education, community and government partners to generate civic and economic engagement opportunities for migrants in transition
- Implement relevant project activities, including (but not limited to) social connectedness activities, community conversations events in schools, workplaces and community groups, capacity building and empowerment workshops with communities
- Build capacity and empower others to act (both internally and externally) in supporting migrants in transition with economic and civic participation and community cohesion
- Collaborate on strategic projects
- Ensure ongoing capacity to support participation & inclusion programs through the recruitment, training, development and support of local volunteers Actively contribute to a positive work environment culture

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience in project management, including program development, implementation and evaluation
- Proven experience in utilising a strengths based community development approach
- Ability to work collaboratively and to form strategic partnerships. Experience in increasing the capacity of others through development and training
- A sound understanding of the principles of social cohesion
- Demonstrated experience in the migration policy and/or service context, including a sensitive awareness of the experience of people impacted by migration, particularly in relation to social cohesion
- Experience in working with and supporting volunteers and/or member
- Highly developed written and verbal communication and negotiating skills
- Proven ability to work across multiple functions and manage priorities
- Highly organised and strong attention to detail
- Ability to manage complex issues with appropriate discretion in a highly political environment
- Strong commitment to Reconciliation
- Proficient in MS Office

Qualifications/Licenses

- National police check
- A Working with Vulnerable People check is a mandatory requirement for this role
- Current driver licence
- Relevant tertiary qualifications would be well regarded

Behavioural Capabilities

- **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 | 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 | 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 | 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.