

POSITION DESCRIPTION – TEAM LEADER

Position Title	SAM Coordinator – Festivals and Events	Department	Programs Coordination and Support
Location	Sydney	Direct/Indirect Reports	1 x staff member Up to 200 volunteers
Reports to	Community Programs Lead – NSW/ACT	Date Revised	10 October 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ Position Summary

The save-a-mate (SAM) program aims to reduce the harms caused by alcohol and other drug use within the community, especially amongst young people. This is done by delivering harm reduction messages and strategies through workshops and trained Peer Educators (volunteers) at festivals and community events. This includes encouraging people, particularly young people, to reduce the harm caused by their alcohol and other drug use at festivals and community events and to promote 'safe partying'. This is achieved through peer education, which is conducted primarily by SAM festivals & events volunteers (SAM Crew) and delivered in a non-judgmental and impartial manner. Another key role of the SAM Festival initiative is to provide immediate support to people experiencing physical and/or psychological distress within the festival setting. This support is provided in the SAM Chill Out Space (COS), which is a tent that is attended by trained SAM Crew and works closely with the onsite First Aid provider.

The SAM Coordinator – Festivals and Events will be responsible for the recruitment and training of SAM festivals & events volunteers (SAM Crew) and the administrative and operational delivery of the SAM festivals and events program in consultation with the Community Programs Lead, Regional & ACT Project Officers and Managers. The SAM Coordinator will also directly manage the Project Officer – Festivals and Events based regionally. The role will be responsible for supporting the ongoing development of income generation opportunities through fee for service and funding partnerships through SAM Harm Minimisation training workshops, festivals and events.

The role requires the ability to travel to regional locations and work flexible hours to engage volunteers and attend festivals and events including evenings, weekends and public holidays.

■ Position Responsibilities

Key Responsibilities

Staff and Volunteer Management

- Coach, mentor and develop direct reports in order to achieve both financial and non-financial outcomes
- Facilitate and support the recruitment and training of SAM Festivals and Events volunteers (SAM Crew) and staff

- Lead and support up to 60 volunteers at each festival or event across NSW and ACT within SAM Chill Out Spaces and other areas as required on weekends, public holidays and after hours work as required
- Utilise the Red Cross Performance Review & Development system to ensure that all staff have a development plan in place and that performance is regularly monitored
- In accordance with Red Cross policy and legislation, ensure the effective management and resolution of SAM participant and volunteer issues, grievances and complaints

Events Management

- Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety
- Deliver SAM harm minimisation training to volunteers, Red Cross staff, event staff, event patrons and other participants at festivals and events
- Manage and Coordinate event logistics and infrastructure in partnership with event promoters
- Prepare quotes and operational proposals for SAM Festivals and Events with support from Community Programs Lead
- Participate in pre and post stakeholder event meetings for each event
- Responsible for final decisions around triage escalations within the Chill Out Space at festivals and events
- Maintain promotional resources and supplies for events and ensure they are stored correctly

Program Management

- Maintain accurate records of program outcomes and all volunteer, festivals and events activities for external funder and promoter reports
- Prepare and collate reports as required for Red Cross
- Meet annual NSW Health funding KPIs of delivery of SAM Festivals and Events at 16 music festivals or dance parties in regional and metropolitan NSW
- Develop and support the implementation of outcome measurement tools to facilitate funder reporting and track the effectiveness of SAM chill out spaces, other festivals and events activities, volunteer and staff training workshops and broader SAM program outcomes
- In consultation with the Community Programs Lead continually identify and implement strategies to improve and expand services, secure festivals and events and income generation opportunities – including developing a strong fee for service model aligned to actual program costs – in line with the Red Cross Strategic Direction and best practice principles
- Working in collaboration with the Community Programs Lead ensure the SAM Festivals and Events program is delivered in a cost effective manner in accordance with the program budget, funder expectations, Red Cross Strategy and quality standards including risk management and accounting requirements
- Maintain knowledge on volunteer management and AOD trends, including attendance at relevant interagency meetings
- Communicate with Regional Managers and Regional Operations Managers about Festivals and Events and volunteer recruitment in their region
- Coordinate the Social Media content on all channels within Red Cross guidelines
- Participate and contribute to the broader Programs Coordination and Support Team planning and program work as required
- Perform other duties as required by the Community Programs Lead

■ Position Selection Criteria

Technical Competencies

- Experience working with and an understanding of issues affecting young people especially alcohol and other drug misuse
- Excellent interpersonal and stakeholder management skills, including experience working with people from a wide range of backgrounds and ability to work effectively in collaboration with internal and external stakeholders
- Event and volunteer coordination experience and demonstrated ability to coordinate SAM chill out spaces at all festivals and events
- Ability to recruit, train, support, coordinate and retain volunteers in line with relevant policies and procedures
- Demonstrated ability to deliver training and presentations
- Demonstrated capacity to develop a cost effective fee for service arrangement supported by the State Lead CHW
- Ability to implement organisational policies and contractual requirements relevant to the SAM program
- Proven highly developed organisational and time management skills
- Excellent records management and general office administration skills
- Demonstrated written communication, data collation, monitoring and evaluation, and report writing skills
- Proficiency in MS Office and experience using databases
- Ability to work flexible hours to engage volunteers and attend festivals and events including evenings, weekends and public holidays as required

Qualifications/Licenses

- Current Senior First Aid Certificate (This can be obtained in the first three months in the role)
- Current Driver's License
- A Working with Children Check is a mandatory requirement for this role

Desirable

- Experience working with vulnerable communities in particular working with young people
- Experience in identifying the health needs within a community
- Certificate IV in Training and Assessment

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 | 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.
- **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.
- **Organisational effectiveness | Valuing voluntary service |** Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **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 | Innovating and improving |** Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

■ 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 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