

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Project Officer – Volunteer Mobilisation	Department	Community Programs – Business Operations & Coordination (Mobilisation Unit)
Location	Milton	Direct/Indirect Reports	Nil
Reports to	Mobilisation Lead	Date Revised	December 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

■ Position Summary

Australian Red Cross is now actively progressing its Strategy 2020 agenda to clearly focus our efforts to make a real and lasting difference to the lives of people in Australia and overseas. This position's primary responsibility is to operationalise *Strategy 2020 – Goal 1: Build an inclusive, diverse and active humanitarian movement based on voluntary service and Goal 4: Improve the wellbeing of those experiencing extreme vulnerability.*

Reporting to the Mobilisation Lead, the **Project Officer** will contribute to Mobilisation Hub work plans and proactively apply an integrative approach to project planning, design implementation and review. The role will provide excellent stakeholder support to achieve project goals so that Red Cross is able to progress towards achievement of improved members and volunteer experience.

The Project Officer will primarily focus on the planning, design, development and implementation of key Mobilisation Hub priorities. The role will deliver specialised support, which includes but is not limited to, project design and improvement, research and recommendations around appropriate Mobilisation Hub quality improvement strategies in Queensland; and development and implementation of targeted messaging and communications strategies relevant to internal stakeholder groups.

Stakeholders will benefit from this role's high level technical experience and credibility to design, develop and implement a range of quality improvement projects within a humanitarian framework.

■ Position Responsibilities

Key Responsibilities – technical

- You will work with the Mobilisation Lead to develop and coordinate Mobilisation Hub priorities including (but not limited to):
 - Planning for change through a project management approach
 - Scoping and delivery of project activities and achievement of project milestones
 - Undertaking relevant monitoring and reporting on project progress to relevant stakeholders
- Identify and engage with internal stakeholders to:
 - raise awareness of Red Cross' quality improvement initiatives as part of our strategy 2020;
 - encourage those stakeholders to take concrete steps for adopting quality improvement; and

- Collaboratively develop and tailor key messages and communication strategies appropriate to identified key stakeholders
- Support the development and implementation of statewide quality improvements that enhance the member and volunteer experience.

Key Responsibilities - team member

- Support and maintain business relationships both internally and externally to drive quality improvement
- Comply with all relevant Red Cross policies and external requirements
- Contribute to regular and timely reports
- Manage own performance and contribute the achievement of Red Cross strategic goals
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of issues, grievances and complaints
- Collect and action accordingly, administration related correspondence, emails, and general enquiries pertaining to all aspects of the program, under the guidance of the line manager
- Actively participate in Red Cross performance-development programs and engage with line management in development, implementation and review processes Contribute to Red Cross Strategy 2020 – Goal 2 by responding to disasters and other significant emergencies and/or supporting business continuity, in times of activation.
- Adhere to the Standards of Behaviour set out in the Red Cross Child Protection Code of Conduct and Child Protection Policy and at all times engage in child safe practices

■ Position Selection Criteria

Technical Competencies

Essential

- Experience in the development, implementation and evaluation of quality improvement projects
- Strong conceptual, analytical and problem solving skills with proven ability to identify issues and determine appropriate courses of action for achieving goals in a complex setting
- Effective communication and interpersonal skills that achieve positive and constructive relationships with key stakeholders
- Experience in presentation/public speaking/facilitation skills
- Demonstrated capacity to conduct research and provide sound recommendations for quality improvement
- Demonstrated ability to apply impact measures for quality improvement projects

Desirable

- Sound experience in project management
- Applied knowledge of the role of volunteers and how they can add value

Qualifications/Licenses

- Tertiary qualifications (degree or Diploma), preferably in community and/or humanitarian disciplines, social policy, human services, project management and/or substantial level of experience and expertise to undertake the range of activities required
- Current and valid Australian Drivers License

Behavioural Capabilities

- **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 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 | 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