

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Community Support Officer	Department	Community Services
Location	Various – Across South Australia	Direct/Indirect Reports	0
Reports to	Regional Coordinator/Manager	Date Revised	November 2019
Industrial Instrument	SA Enterprise Bargaining Agreement		
Job Grade	Job Grade 2	Job Evaluation No:	HRC0008672

### ■ Position Summary

The primary role of the Community Support Officer is client, and stakeholder engagement for the day-to-day Red Cross Programs by ensuring the work force is utilized in the most efficient and effective manner. These services are vital to ensure that clients are not at risk of becoming socially isolated.

### ■ Position Responsibilities

#### Key Responsibilities

- Ensure the provision of prompt and efficient customer service to internal and external clients
- Maintain accurate records in Red Cross Client Management Systems.
- Work effectively with program volunteers on a daily basis, to maintain continuity of service and provide direction to the team of volunteers in conjunction with other program staff members
- Work with the Adelaide Stakeholder Engagement team to proactively ensure volunteer workforce availability to deliver services as required
- Provide general administration support, including banking, RedConnect functions & petty cash.
- Assist with other tasks as requested by the Regional Manager to support the regional office

### ■ Position Selection Criteria

#### Technical Competencies

- Proven highly developed organisational and time management skills
- Excellent records management and general office administration
- Ability to prioritize workload and organize own work environment in line with competing demands and ability to meet deadlines
- Demonstrated intermediate computer skills in word processing skills, spreadsheet and database with a high level of accuracy
- Demonstrated ability to work collaboratively with clients & volunteers
- Experience working with people with diverse backgrounds
- Demonstrated knowledge of the terms and conditions in the sector

## Qualifications/Licenses

- A Working with Vulnerable Persons & National Police clearance check is a mandatory requirement for this role

## 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 | 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 | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

## ■ 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