

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Emergency Services Officer - Community Recovery and Resilience	Department	Emergency Services (WA)
Location	Various locations – Mid West WA	Direct/Indirect Reports	Nil
Reports to	Team Leader - Recovery and Resilience - Midwest	Date Revised	Jul 2020
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0043456

■ Position Summary

As a humanitarian organisation, the role of Australian Red Cross before, during and after an emergency is to provide support to individuals and communities to reduce the psychosocial impacts of an emergency. Reporting to the Team Leader - Recovery and Resilience - Midwest this role will work to build community and volunteer capacity and capability in areas impacted by Tropical Cyclone Seroja.

The Project Officer will utilise community development principles to build partnerships and work within a wider community recovery team, which includes volunteers to implement sustainable and effective community recovery and resilience initiatives.

The Project Officer will work with the Team Leader to increase community capacity in preparedness, recovery and in a changing climate.

This role requires a motivated and proactive person who has community engagement experience, excellent networking and time management skills. The role requires a high level of administrative skill, and the ability to operate in complex changing environment within a stressed community.

■ Position Responsibilities

Key Responsibilities

- Assist with the development of effective engagement, support and communication strategies for Red Cross personnel relating to recovery
- Assist with the development of Recovery Needs Assessment
- Assist with volunteer development, recruitment, training and retention
- Work with a broad range of community services, Local Government and emergency service agencies in recovery planning
- Deliver preparedness and recovery workshops and training and coordinate workshops and courses with a wide range of stakeholders
- Support the ongoing monitoring of emergency preparedness, response and recovery capacity and capability in fire affected communities

- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints
- Coordinate and implement a range of relevant, high quality, contemporary Red Cross frameworks, resources and materials to drive best practice across service delivery and workforce management

■ Position Selection Criteria

Technical Competencies

- Proven highly developed administrative, organisational and time management skills
- Ability to work collaboratively and negotiate outcomes with a diverse range of stakeholders
- Highly developed interpersonal skills, including experience in developing and working with volunteers
- Demonstrated ability to work as part of a geographically diverse team
- Highly developed oral and written communication skills
- Demonstrated understanding of community development strategies
- Proven ability to identify new approaches and solutions and be innovative in addressing challenges
- Capacity to work independently and adaptively within a demanding, changeable and unpredictable environment
- Demonstrated ability to work autonomously (The position will be required to work remotely from the Red Cross Head Office)
- Ability to work outside standard business hours, during emergencies, meetings and training is a requirement of this role
- Highly developed oral and written communication skills, including presentation and training skills

Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in Emergency Services and Adult Education
- Current and valid Driver's License
- A Working with Children check is a mandatory requirement for this role

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.
- **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 | 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.

■ 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.