

POSITION DESCRIPTION

Position Title	State/Territory Director	Department	State & Territory Operations
Location	State/Territory	Direct/Indirect Reports	TBC
Reports to	Director – State & Territory Operations	Date Revised	November 2021
Budget	TBC		
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 10	Job Evaluation No:	HRC0052125

■ 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 State/Territory Director is accountable for leading Australian Red Cross's operations in its state/territory. As part of the Leadership team they are responsible for the delivery of Strategy outcomes, ensuring financial sustainability and positively positioning Red Cross within the community.

With a direct reporting line to the Director State & Territory Operations, the role has a significant role in developing positive and productive relationships with key external organisations and both internal and external stakeholders at a state level. This includes working proactively with and provides support to the local Divisional Advisory Board. In addition, the State/Territory Director is responsible for building strong and strategic relationships with local and state governments. In the case of the State/Territory Director ACT this includes Federal Government relationships

The Director State & Territory Operations in turn reports to the CEO. State/Territory Directors are expected to work collaboratively with relevant Program Heads in key areas of operation – notably migration, emergencies and other multi-state program areas.

■ Position Responsibilities

Key Responsibilities

The role's primary focus is the growth of the strategic priorities and achievement of the associated organisational goals for the state by:

- Impact on primary customer through programs
- Brand & stakeholder engagement
- Revenue and funding
- Red Cross people
- Supporting the organisation systems, processes and controls

The role is a member of the State/Territory Directors Leadership team & the Programs leadership team with a direct reporting line to the Director - State & Territory Operations

The role's primary team is the State/Territory Directors Leadership with the Primary customers being Director State & Territory Operations and the Director - Programs. The role's responsibility regarding the interaction with its Primary Team and Primary Customer will be indicated by a RASCI that is currently under preparation.

The role will manage all strategic and operational requirements of the state to ensure growth in all the above aspects but within the control, risk and compliance frameworks and with collaboration and transparency.

A focus will be to improve the standards of how the state is managed with a view to be run as businesses with business plans and KPI's, and to look for best practices to transferred between each State and Territory.

This position has a significant role in developing positive and productive relationships with key organisations and stakeholders (internal and external) at a state, territory and local level. This includes working proactively with the State Divisional Advisory Boards to ensure alignment with Red Cross strategy.

The State/Territory Director is accountable for:

- State and Territory achievement of Strategic Priorities and goals via yearly business plans
- Achievement of financial budgets
- Overseeing programs including development of local/state/territory programs/initiatives in line with program frameworks and policies
- Revenue growth at state and Local revenue growth to support state/territory program development and local initiatives
- Developing strategic relationships with organisations and State/Territory and Local governments to achieve shared value impact
- Building the Red Cross brand through Local/State/Territory Advocacy and presence
- Working proactively with State/Territory Divisional Advisory Board Chairs to ensure alignment with Red Cross Strategy
- Oversight of all local office management including staffing and operational risk issues in particular related to WHS
- Applying sound financial acumen and strategic thinking to all budget and planning processes
- Positive contributor to each state leadership teams and other senior leadership cross-organisation groups.
- Lead and model work habits and behaviours that ensure individuals and teams can contribute to new ideas and ways of working
- Create and inspire a culture of positive collaboration and continuous self-development
- Collaborate effectively to reach common goals, understand the needs of all stakeholders both internal and external and work to build effective relationships with all
- Build a high-performance culture with clear accountabilities and expectations, meeting performance and compliance requirements, providing quality programs and practice, and recognising and rewarding excellence
- Monitor and manage risk appropriately to protect the organisation and manage an acceptable level of risk

■ Position Selection Criteria

Technical Competencies

- Extensive senior leadership experience within a community service or service delivery organisation
- Demonstrated success in inspiring cultural change within a team or organisation
- Proven experience in working and engaging with local communities including Aboriginal and Torres Strait Islander communities
- Well-developed financial management skills, organisational acumen
- Excellence in driving quality delivery, high performance and achieving outcomes/impact

- Track record in advocating and implementing positive and sustainable change
- Demonstrated ability to build and foster relationships with external stakeholders such as peak bodies, Government (State and Local), partner organisations and corporates

Qualifications/Licenses

- Relevant tertiary qualifications, skills and/or experience in public service, business administration, community services or related fields

Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to lead individuals and teams to achieve the results committed to. A proven track record in developing and maintaining a high performance culture to support the organisation's work with clients and communities.
- **Team effectiveness | Collaborating |** Proven track record as an approachable and collaborative leader. Demonstrated understanding of the needs of internal and external stakeholders and works to build effective relationships with all.
- **Team effectiveness | Managing change |** Demonstrated capability to lead, support and manage change. Proven ability to use appropriate change management practices to ensure a clear link to organisational goals and values.
- **Organisational effectiveness | Focussing on clients |** Proven track record in developing strategies focussed on delivering quality outcomes for clients. Takes into account external events and trends impacting the organisation and identifies opportunities to influence the external environment.
- **Organisational effectiveness | Innovating and improving |** Demonstrated capability to lead and model work habits and behaviours that ensure individuals and teams can contribute to new ideas and ways of working constructively.

■ 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
- Ensure our workplaces and services are inclusive and accessible for people of all abilities, backgrounds, cultures and identities
- 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 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