

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Recovery Officer	Department	Emergency Services
Location	Tenterfield	Direct/Indirect Reports	0
Reports to	State Lead, Recovery and Preparedness	Date Revised	February 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	

### ■ Position Summary

This role will report to the State Lead, Recovery & Preparedness and will have a strong focus on community engagement, implementing sustainable and effective community disaster preparedness and recovery initiatives aimed to increase community capacity to support a strong, positive recovery and to better prepare for future disaster events. The role requires a self-motivated and proactive person, able to manage their own time effectively, with strong attention to detail and organisational skills.

On a day-to-day basis, the role will work with key internal and external stakeholders ensuring the program objectives are delivered on time and within budget.

### ■ Position Responsibilities

#### Key Responsibilities

- Development of a recovery and preparedness plan appropriate for the local community, organisations and agencies.
- Actively engage with local community groups, agencies and committees, seeking ways to ensure connection between local volunteers and Red Cross programs.
- Provide guidance, support and advice to community groups, local organisations and local council on best practice recovery and preparedness initiatives.
- Implement new and innovative ways for community and volunteers to engage with Red Cross initiatives and programs.
- Liaise with key stakeholders including local Government, emergency services agencies, Community Service providers, and community groups in the delivery of recovery and preparedness initiatives.
- Engage with, develop, and support local volunteers' participation in the Recovery Program.
- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy

### ■ Position Selection Criteria

#### Technical Competencies

- Highly developed understanding and experience in community development and/or emergency management

- Demonstrated experience in program management, including design, analysis and implementation of projects within a multi site environment
- Ability to work effectively as part of a team and within a matrix management structure
- Demonstrated ability to engage with and influence internal and external stakeholders at various levels
- Well developed analytical, problem solving and decision making abilities
- Experience in managing volunteers (highly desired)
- Excellent public speaking, presentation and interpersonal skills, both written and oral
- Proficiency in MS Office

### Qualifications/Licenses

- Relevant tertiary qualifications, and/or experience in the community or emergency sector.
- Drivers licence
- A working with Children's Check is mandatory 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 | 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 | 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 | Thinking strategically |** Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.

### ■ 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 Code of Conduct 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