

POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader - Child Friendly Alice	Department	Community Programs
Location	Alice Springs NT	Direct/Indirect Reports	Up to 3 direct
Reports to	Regional Manager Central Australia / Executive Director NT	Date Revised	September 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0007422

■ 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 Child Friendly Alice (CFA) program is an emerging community place based collaboration committed to maximizing impact by key stakeholders working together to collectively address vulnerability and achieve better outcomes for children and families in Alice Springs. This work relies on the coordination and support of the Backbone Group and Governance Groups to drive action and achieve the strategic program outcomes.

The Child Friendly Alice Team Leader is one of the members of the Backbone Group and is responsible for proactively bringing people and information together; building individual and organizational capacity; facilitating targeted initiatives; fostering collaborative relationships; coordinating administrative activities; delivering communication strategies; taking fiscal accountability of the allocated budgets and collection of data and reporting outcomes.

■ Position Responsibilities

Key Responsibilities

- Manage and coordinate the communications for CFA, specifically developing a web, newsletter and social media strategy and their ongoing management.
- Strengthen and broaden community and cross-sector engagement through the development of a consolidated communications platform.
- Develop external communication materials and a comprehensive community engagement and communications plan.
- Manage the development of meeting agendas, meeting materials, presentations and reporting.
- Develop effective communication and advocacy agendas that create a sense of urgency for change among participants, policy makers, funders and the public.
- Plan, coordinate and contribute to CFA and community events.
- In partnership with the Backbone group, support the operations and achievements and objectives of Child Friendly Alice.

- Coordinate the ongoing communication between CFA partners, Working Groups and Governance Groups.
- Work in partnership with the Backbone Group to ensure it operates in a way that is consistent with collective impact principles and methodologies.
- Positive contributor and member of the Opportunity Child Collective and Community of Practice.
- Manage the Red Cross Community Development Officer and Project Officer in support of CFA.

■ Position Selection Criteria

Technical Competencies

- Ability to clearly communicate technical information to a wide variety of audiences, possess strong written and oral communication
- Excellent interpersonal and communications skills (written and oral)
- Experience developing communication plans and strategies
- Experience managing websites and social media, including content development
- Experience in marketing and communications
- Proven experience coordinating and delivering communications across a wide range of media.
- Experience in fundraising or grant writing
- Experience in community engagement and facilitation
- Proven experience being an effective member of a team
- Proven experience in working with communities with high levels of diversity, including Aboriginal and Torres Strait Islander communities
- A good understanding of collective impact principles and practices.
- Demonstrated ability to engage with a broad range of stakeholders.

Qualifications/Licenses

- NT Working with Children check is a mandatory requirement for this role
- Relevant tertiary qualifications, skills and/or experience in public service, community development, community services or related fields
- Current NT Drivers licence

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Collaborating** | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.

- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- and stakeholders. Actively seek and respond to client issues and measure effectiveness.

■ 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