

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Community Development and Operations Officer	Department	Emergency Services
Location	Adelaide	Direct/Indirect Reports	Nil – Up to 50 direct Volunteers and 700 indirect volunteers reports
Reports to	Operations Coordinator	Date Revised	Aug 2020
Industrial Instrument	SA Enterprise Bargaining Agreement		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0021411

■ Position Summary

The Engagement and Operations Officer is responsible for supporting the operationalizing of key emergency services initiatives and community own capacity building activities across South Australia. This role will support building the capability and capacity of the Emergency Services staff and volunteer workforce to support people to prepare for, respond to and recover from emergencies.

Critical to the success of this position will be working with a range of community groups, Local and state government agencies and other non-government organisations to build community capacity to respond and recover from emergencies, with a particular focus on those most at risk.

■ Position Responsibilities

Key Responsibilities

- Develop effective and collaborative relationships with internal and external stakeholders of Emergency Services programs including in the A&TSI and CALD Community sector, education sector, local Councils and other NGO's
- Coordinate capacity development activities to increase community preparedness for emergencies
- Coordinate training of volunteers and staff to build the capacity of the workforce to support communities to prepare for, respond to, and recover from emergencies
- Provide effective and supportive management and leadership development of Emergency Services volunteers to achieve program outcomes
- Support the debriefing of volunteers and after-activation reporting
- Provide effective administration and maintenance of systems and resources across the preparedness, response and recovery programs
- Support state-wide consistency of emergency services operations and preparedness activities including establishing monitoring and evaluation processes
- Support a team culture of collaboration and shared responsibility for Strategy 2020 outcomes amongst staff and volunteers
- This role will take a lead role during emergency activations and be prepared to travel intra- and interstate.

■ Position Selection Criteria

Technical Competencies

- Highly developed organisational and time management skills with a proven ability to meet deadlines.
- Well-developed interpersonal skills with proven ability to work collaboratively, form strategic partnerships, resolve conflicts and solve problems
- Proven, well developed and diverse external stakeholder relations experience
- Proven highly developed capability to work with diverse individuals and groups including people from various cultural backgrounds
- Well-developed administrative, systems and database management skills
- Demonstrable experience and well developed skills in volunteer management and capacity development
- Proven, highly developed ability to adapt to evolving work environments whilst maintaining a flexible and professional work ethic and approach
- Knowledge and understanding of Emergency Management concepts, policies and principles
- Developed Relationships in the A&TSI, CALD Community, Education and/or Council sectors (desirable).

Qualifications/Licenses

- A Working with Children Check is a mandatory requirements for this role
- Current SA Drivers Licence or equivalent
- Relevant tertiary qualifications, skills and/or experience in Emergency Management, Social Sciences, Community Development or a related field is desirable.

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.
- **Team effectiveness | Managing change |** Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **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 | Valuing voluntary service |** Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **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 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