

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Regional Coordinator, MATES program	Department	Community Services
Location	Hobart	Direct/Indirect Reports	Up to 35 Volunteers
Reports to	Regional Services Manager (South)	Date Revised	August 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	

■ Position Summary

This position is responsible for the administration, delivery, development and evaluation of the MATES program in the relevant region. The position receives and assesses referrals; attracts, recruits, and trains volunteers; and matches volunteers with referred clients to increase their social connectedness.

■ Position Responsibilities

Key Responsibilities

- The effective and efficient day to day delivery of the MATES program including the induction, training, and matching of volunteers with clients
- Maintain accurate records of all volunteers, clients and assist the Regional Manager Community Programs when required with reporting using these records
- In consultation with the Regional Manager Community Programs and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- Working in collaboration with the Regional Manager Community Programs ensure that the program operates within budget and in accordance with approved Red Cross and relevant accounting standards
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints
- Develop and maintain effective working relationships with external stakeholders in the mental health sector
- Contribute to the development of program policy
- Collect and record relevant program information and produce accurate and timely reports as required

■ Position Selection Criteria

Technical Competencies

- Experience and/or ability to follow and implement organisational policies and contractual requirements relevant to the community services sector
- Proven highly developed organisational and time management skills
- Understanding of issues impacting on people experiencing mental health issues
- Demonstrated ability to recruit, train, match and support volunteers in line with existing policies

- Excellent records management and general office administration
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds and particularly those experiencing mental health issues
- Basic proficiency in MS Office or similar software

Qualifications/Licenses

- Relevant tertiary qualifications, and/or significant experience in delivery of human services
- Current Drivers Licence

Behavioural Capabilities

- **Personal effectiveness | Managing my behaviours |** Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **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 | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **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