

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Senior Community Liaison Officer	Department	ACT Community Programs
Location	Canberra	Direct/Indirect Reports	Up to 50 volunteers
Reports to	Team Leader, Roadhouse	Date Revised	Jan 2022
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	<b>Job Evaluation No:</b>	HRC0050486

### ▪ Position Summary

The Senior Community Liaison Officer is a key part of the service delivery team, focusing on building rapport and trust with clients at Red Cross' 'Roadhouse', which provides support and free food to Canberra's homeless and vulnerable people. The Senior Community Liaison Officer is primarily responsible for the provision of information and support to clients and the coordination of volunteers. The role requires demonstrated skills working independently and in collaboration with people facing homelessness and/or those at risk of being homeless in delivering human-centred client support.

The program runs from the Griffin Centre 6 days per week – Saturday to Thursday from 3pm to 6pm – and this role will comprise of rostered shifts within these times

### ▪ Position Responsibilities

#### Key Responsibilities

- Lead and provide support to other staff and volunteers on shift duty in the provision of Roadhouse services.
- Establish rapport with the Roadhouse client group through regular conversation and support.
- Provide information, support and referral to services where required.
- Identify opportunities for client empowerment, championing a strength based, person centred approach.
- Liaise with external services and build relationships.
- Assist the Team Leader to coordinate volunteers to undertake activities wherever possible to assist the operation of the program, including rostering, communication and direct support.
- Respond effectively and respectfully to any incidents that may occur during service provision.
- Update the Roadhouse Team Leader (including incident reporting) on a weekly basis.
- Assist the Team Leader with reporting and administrative obligations of the Program as required.
- Oversee volunteers to ensure safe food handling practices are observed at all times.
- Assess and manage risks to prevent escalations where possible, and respond appropriately to critical incidents.
- Ensure compliance with all Red Cross policies including Ethical Framework, Workplace Health and Safety.
- Proactively contribute to the provision of a welcoming environment and the safe and effective operation of Roadhouse.
- Perform other duties as assigned.

## ▪ Position Selection Criteria

### Technical Competencies

- Demonstrated experience with a diverse client group, particularly working with clients exhibiting behaviours associated with mental health challenges, AOD intoxication, trauma and disadvantage.
- Ability to respond to incidents in a calm and considered manner.
- Experience in the provision of information and/or referral services.
- A working knowledge of services available to vulnerable people in Canberra.
- Excellent written and oral communication and interpersonal skills.
- Demonstrated ability to communicate with a broad range of people including those with complex needs.
- Experience working as part of a small team.
- Demonstrated integrity, tact and discretion.
- Ability to use MS Office products.
- Ability to work flexible hours including weekends.
- Ability to lift up to 10kg following safe manual handling processes and Red Cross Policies and Procedures.

### Qualifications/Licenses

- Relevant qualifications such as Certificate IV in Mental Health or Community Services and/or experience
- Current Drivers' Licence
- Working with Vulnerable People's Card

### 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 | 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 | 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.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

## ▪ **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.