

POSITION DESCRIPTION Community Programs Officer CVS – TEAM MEMBER

Position Title	Community Programs Officer (CVS)	Department	Central Region
Location	Blacktown	Direct/Indirect Reports	0 staff / 80 Volunteers
Reports to	Team Leader	Date Revised	January 2017

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

■ Position Summary

The Community Programs Officer (CVS) is responsible for effectively and efficiently delivering the suite of Community Visitors Scheme programs across the Greater Sydney area. The Officer works under the direction of the Team Leader as part of the Regional team.

■ Position Responsibilities

Key Responsibilities

- The effective and efficient day to day delivery of the Community Visitors Scheme suite of programs. These activities include client/resident assessment, volunteer induction/program specific training, engagement, matching and support.
- Maintain accurate records of all volunteers, residents/clients, their matches along with their progress through their placement. Assist the Team Leader and Regional Operations Manager when required with reporting using these records.
- Work with the Team Leader and team to continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- Work with the Team Leader and Regional Operations Manager to ensure that programs operate 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 resident/client and volunteer issues, grievances and complaints
- Develop and maintain positive working relationships with internal and external stakeholders including communication with facility and package provider staff across the Central region to facilitate resident/client referrals and matches

■ Position Selection Criteria

Technical Competencies

- Strong affinity and experience with the target group of frail older persons living either in residential aged care facilities or within the community and in receipt of packaged in-home care
- Ability to follow and implement organisational policies and contractual requirements
- Experience working with and/or managing volunteers would be very well regarded
- Proven highly developed organisational and time management skills

- Well developed data base and Outlook skills (and Excel in particular)
- Ability to develop and deliver innovative service and strategic initiatives within budget constraints
- Well developed analytical, problem solving and decision making abilities with strong attention to detail
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Fluency in spoken and written English

Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in community services or related fields
- Current drivers license

Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct

- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**

Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions

- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**

Applies knowledge and skills to achieve results | Operates objectively and calmly to achieve outcomes |

- **LEAD | Coach and Develop | Provides coaching and development opportunities to build capacity**

Recognise good performance and strengths within the team | Provides and accepts constructive feedback | Enjoys sharing skills and encouraging others to learn

- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support

■ 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 Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- 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