

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Community Programs Officer/ Telecross Call Centre Supervisor	Department	Telecross
Location	Blacktown	Direct/Indirect Reports	0
Reports to	Senior Social Support Coordinator	Date Revised	29/07/2015

■ 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 Program Officer will assist in the effective delivery of the Telecross program in NSW by providing call centre supervision and administrative support to Telecross. The role will include supervising volunteers within the Telecross Call Centre on the days and locations specified including following up on Telecross activations as well as general administration and continual development of the program work practices and procedures.

■ Position Responsibilities

Key Responsibilities

- Supervision of the Telecross Call Centre including ensuring clients receive calls as scheduled, volunteers are supported and supervised and client activations are followed up in a timely manner according to procedures.
- Provide administrative support to the Telecross program including maintaining accurate records of all volunteers and clients.
- Provide support to clients as needed including providing referrals to external agencies
- To prepare effective statistics and reports as required
- Ensure efficient and effective communication with Telecross staff within the office and in other regions of NSW
- Work with and support other Social Inclusion programs and regional programs to ensure an integrated approach to client, volunteer and community engagement with Red Cross
- Maintain a positive and constructive outlook that promotes confidence in those around them
- Assist with other duties as required and as instructed by your line manager
- Support Red Cross Management team decisions and ensure that all commitments made are followed through
- Participate in the ongoing improvement of Red Cross WH&S plan and visibly and constantly support its implementation in your area.
- Understand and support Continuous Quality Improvement within the Telecross program and across the organisation

■ Position Selection Criteria

Technical Competencies

- Strong organisational, administrative and computer skills
- Highly developed oral and written communication skills
- Ability to engage with networks with the intention of connecting with clients
- Ability to demonstrate initiative, work independently and in a team environment
- Ability to work effectively within a multi disciplinary team
- Ability to prioritise and meet deadlines
- Professional telephone manner and customer service standards
- Demonstrated knowledge of computer software applications including database management & control and Microsoft suit of programs

Qualifications

- Relevant tertiary qualifications, and/or experience in a related field

Experience

- Understanding through experience, the issues impacting the client base
- Supervisory experience working in a call centre environment
- Experience working with older persons
- Experience coordinating and working with volunteers
- Experience working with CALD and / or Aboriginal Communities (desirable)

Behavioral 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
- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**
Addresses current opportunities or challenges to improve efficiency and effectiveness | Monitors own performance to meet expectations | Evaluates processes to identify continuous improvement opportunities
- **LEAD | Self Development | Demonstrates a commitment to self development**
Reviews past performance and identifies and acts on opportunities for improvement | Demonstrates self-awareness | Participates proactively in performance review as a process to receive constructive feedback | Actively pursues and takes advantage of training and other developmental opportunities
- **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

- **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**

Establishes contact with others in response to specific needs | Builds relationships with external parties as required | Presents a point of view in a constructive and objective manner | Makes a strong positive personal impression on others

■ 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 and the Child Protection 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
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters