

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Regional Emergency Services Officer– recovery & preparedness	Department	Emergency Services
Location	Northern Rivers	Direct/Indirect Reports	Nil
Reports to	Manager Emergency Services	Date Revised	May 2017
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Grade 4		

### ■ 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

Project Officer, will play a critical role in developing and implementing local/community based recovery resources, programs and relationships, to support communities affected by Cyclone Debbie.

This role will have a strong focus on community engagement, implementing sustainable and effective community preparedness and recovery initiatives aimed to increase community capacity to support a strong, positive recovery and to better prepare for future disaster events across the region.

On a day-to-day basis the role will work with key internal and external stakeholders ensuring the program objectives are delivered on time and within budget.

### ■ Position Responsibilities

#### Key Responsibilities

- Development of a recovery and preparedness plan appropriate for the local community and agencies.
- Actively engage with local community groups, agencies and committees and seeking ways to ensure connection between local volunteers and Red Cross programs.
- Provide guidance, support and advice to community groups, local organisations and local council on best practice recovery and preparedness initiatives.
- Provide education, training and recovery and preparedness initiatives to support community members, including children, teachers, carers and parents.
- Implement new and innovative ways for community and volunteers to engage with Red Cross initiatives and programs.
- Liaise with key stakeholders including local Government, emergency services agencies, Community Service providers working with target groups, and community groups in the delivery to target groups

- Provide training, development and support to local volunteers ensuring our ongoing capacity.
- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints Coordinate and implement a range of relevant, high quality, contemporary National frameworks, resources and materials to drive best practice across service delivery and workforce management

## ■ Position Selection Criteria

### Technical Competencies

- Highly developed understanding and experience in community development and/or emergency management
- Demonstrated experience in program management, including design, analysis and implementation of projects within a multi site environment
- Ability to work effectively as part of a team and within a matrix management structure
- Demonstrated ability to engage with and influence internal and external stakeholders at various levels
- Well developed analytical, problem solving and decision making abilities
- Excellent public speaking, presentation and interpersonal skills, both written and oral
- Proficiency in MS Office

### Qualifications/Licenses

- Relevant tertiary qualifications, and/or experience in the community or emergency sector.
- Drivers licence

### Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **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 | 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 Code of Conduct 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 3 years thereafter. Police check renewals may be required earlier than 3 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