

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Volunteer Engagement Officer	Department	Migration Support Programs
Location		Direct/Indirect Reports	n/a
Reports to		Date Revised	September 2014

■ 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

Red Cross Migration Support Programs (MSP) is responsible for coordinating, leading and supporting complex national programs. The overall objective is to provide effective and responsive services to people who are vulnerable as a result of migration, such as those separated by war and disaster, refugees, asylum seekers and immigration detainees.

Red Cross is the lead agency in the delivery of a major national program funded by the Department of Immigration and Border Protection (DIBP). Further information on these programs is available on our website <http://www.redcross.org.au/migration-support.aspx>.

The Volunteer Engagement Officer will be responsible for the effective recruitment, integration and engagement of Volunteers within Migration Support Programs and Integrated Services. The role will work closely with the national office to ensure a nationally consistent approach, implement local volunteering strategies and identify and facilitate volunteer opportunities within Migration Support Programs locally.

■ Position Responsibilities

Key Responsibilities

- Uphold a commitment to the Red Cross Voluntary Services Strategy and best practice principals in volunteering consistent with national best practise.
- Coordinate in conjunction with Assistant Managers/Team Leaders the integration and allocation of volunteers across various teams and programs.
- Lead recruitment campaigns including advertising and promotion to a targeted market of volunteers, including hosting information sessions.
- Manage the recruitment process for MSP volunteers including but not limited to:
 - Processing Expressions of Interest and Application Forms

- Conducting Interviews and Reference Checks
- Facilitating Red Cross Induction, MSP Induction, other training and briefings as required.
- Work in conjunction with Human Resources to ensure:
 - Police Checks are obtained and managed ongoing per the Police Check policy
 - Volunteer's personal details and service hours are accurately entered on the database and maintained

Ensure appropriate support is provided to volunteers during transits, including early and/or evening shifts as necessary.

Act as an escalation point for all volunteer related matters and resolve issues as necessary.

- Liaise closely with client services staff regarding volunteer duty allocations.
- Provide briefing, debriefing and feedback opportunities for volunteers.
- Provide ongoing support, supervision, training opportunities and performance management for volunteers.
- Coordinate volunteer appreciation events / activities.
- Work with the MSP Leadership team as required to:
 - Further develop programs and activities that compliment the existing suite of volunteer roles
 - Monitor the changing needs of MSP programs.
- Act as a point of contact for volunteer information and advice for MSP programs.
- Update volunteering statistics and other databases as required.
- Compile and submit reports as requested.
- Assist to update and contribute to appropriate auditing, policy and procedures.
- Participate in projects as required.
- Other general responsibilities within the scope of this role.

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience and understanding of volunteer management.
- Experience in contributing to and implementing strategy.
- Highly developed organisational, analytical and time management skills.
- Experience working in cross cultural and linguistically diverse backgrounds.
- Experience in recruitment processes.
- Strong focus on relationship building, with various internal and external stakeholders.
- Well developed written and verbal communication.
- Proficiency in Word, Excel, Outlook and database applications.

- Ability to work independently and as part of a team.
- Strong focus on relationship building, with various internal and external stakeholders.

Qualifications/Licenses

- Relevant skills and experience in community services or related fields.
- Certificate in IV in Training and Assessments or experience in the delivery of training programs.
- Current drivers license.

Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**
Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings.
- **ACHIEVE | Change, Adapt and Innovate | Improves processes or programs through demonstrating flexibility and innovation**
Accepts new ideas and change initiatives | Works to support the implementation of change locally | Understands how change impacts open role and adjusts activity accordingly | Adjusts to change positively | adapts work style to suit change circumstances.
- **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.
- **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.
- 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.