



POSITION DESCRIPTION – TEAM MEMBER

Position Title	Program Officer	Department	Community Programs
Location	Bendigo	Direct/Indirect Reports	0/5
Reports to	Team Leader, Transport Support Services	Date Revised	June 2017
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5		

Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.

■ 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

Community Programs provide support, life skill education, social connection and practical assistance to vulnerable individuals and communities in Victoria.

The Patient Transport Program provides transport for Victorians to essential medical appointments in metropolitan Melbourne and Regional areas. This program is funded through the Victorian State Government. The aim is to assist clients, who need to attend their appointment that otherwise would not be able to get there. The Program Officer will work in consultation with other Transport Support Services Program Officers around the state and in the North Melbourne Office. The position will report to the Team Leader, Transport Support Services. The role involves significant health professional and client contact which includes helping volunteers to help people in their community be driven to their appointments.

The role is responsible for managing regionally based patient and community transport services across 5 services and will be based at the Bendigo office. Travel to regional and metropolitan sites as and when required are essential to this role including travel within Victoria to conduct volunteer meetings and training which will include overnight stays.

The role will include significant relationship building with the area's Aboriginal and Torres Strait Islander peoples, organisations and networks as well as other social transport and connection organisations and networks.

This position will utilize best practice principles in supporting initiatives that are consistent with Red Cross' ambitious 2020 Strategic Goals which include:

Building an inclusive, diverse, and active humanitarian movement based on Voluntary Service,

- Improving the wellbeing of those in extreme vulnerability
- Building a strong, innovative and accountable team

■ Position Responsibilities

Key Responsibilities

- Coordinate recruitment, training and support of Convenors and volunteers, to ensure the effective service delivery within programs with an emphasis on social connectedness.
- Manage program specific responsibilities as outlined in the service agreements and policy documents, and report as required (currently 5 programs are assigned to this role but these may be subject to change and reallocation as needs require within the Department)
- Work in collaboration with the Community Programs Transport Support Services Team, to ensure that the program operates within guidelines and in accordance with approved Red Cross policies in a culturally appropriate empowering, collegiate and accountable culture.
- Create relationships with local Aboriginal and Torres Strait Islander organisations and networks for referral and potential partnerships.
- Recruit community members as volunteers.
- Assist to deliver a new model for patient and community transport.
- Deal with client and volunteer issues, complaints and problems in a compassionate and developmental way.
- Ensure that all activities are inclusive of the most marginalised community members with a focus on Aboriginal and Torres Strait Islander Communities.
- Maintain and grow existing community and organisational network relationships
- Support the use and introduction an electronic system for booking and scheduling client trips.
- Act as a key subject matter facilitator in relation to patient and community transport
- Manage key projects associated with the work being undertaken, including Monitoring and Evaluation, DHHS data entry requirements and report writing.
- Engage relevant community members for ongoing program development
- Support the Regional Transport Working Group

■ Position Selection Criteria

Technical Competencies

- Demonstrated understanding of cultural diversity and ability to articulate and advocate that awareness and understanding to other Red Cross staff and stakeholders
- Demonstrated understanding of the transport barriers that regional people experience
- Demonstrated experience in coordinating community based service programs.
- Understanding of community development principles and practice in delivering community services.
- Demonstrated high level skills in coordinating, engaging and supporting volunteers and knowledge of best practice volunteer engagement.
- Demonstrated high level negotiation, people management and conflict resolution skills.
- Demonstrated experience in training volunteers and facilitating meetings.
- Demonstrated experience in working within a team and with limited supervision.

- Proven highly developed organisational and time management skills.
- Excellent records management and general office administration.
- Highly developed and demonstrated communication and interpersonal skills including with people from a wide range of backgrounds.
- Understanding of client centred approach to service delivery
- Experience building and maintaining strong relationships with key stakeholders to develop and improve program delivery
- Proficiency in the use of computers including MS Word, Excel and Outlook and client databases

Qualifications/Licenses

- Relevant tertiary qualifications in Social Work, Welfare, Community Services and/or Social Sciences, and/or significant experience in delivery of human services
- Current Drivers Licence

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**
- Aligns goals and actions with Red Cross Fundamental Principles | Provides relevant support and information to allow others to make decisions and improve their own situation | Builds independence in vulnerable people through transfer of knowledge and skills
- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**
- Recognises key decision-makers within the organisation | Maintains awareness of how different parts of the organisation operate in relation to one another | Has an awareness of sector developments and trends | Ensures self and team compliance with relevant policies and procedures
- **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 upon 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**
- Makes objective assessments of team and individual strengths and development needs | Provides resources to support learning and development | Puts aside appropriate time to coach others | Encourages staff to pursue development opportunities
- **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 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.