

POSITION DESCRIPTION – TEAM MEMBER

Position Title	MSP- Communications Volunteer	Department	Migration Support Programs
Location	Nth Melbourne	Direct/Indirect Reports	NIL
Reports to	Team Member	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

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 MSP Communications Volunteer will assist the team to share, promote and communicate MSP news including but not limited to community development projects, events and case studies to Red Cross people, external stakeholders, and clients. This role will liaise directly with relevant Red Cross people to create communication pieces that are engaging and high quality, draw on relevant Red Cross messages and strategy, and comply with brand and other relevant policy.

■ Position Responsibilities

Key Responsibilities

- Conduct interviews with MSP clients, volunteers, staff and other key stakeholders to capture stories of MSP work
- Attend and capture main focus of identified events (internal and external) and retell story in an engaging way through various mediums (e.g. video-storytelling, photos, infographics, articles, etc)
- Document stories in the form of articles for newsletters, case studies, concise reports, and other innovative forms to effectively convey a message to the intended audience
- Produce and update promotional material on community development and meaningful engagement activities, events, projects and opportunities, including brochures, calendars, posters, and electronic posters for reception screens

- Maintain a knowledge of relevant Red Cross communications policies, including brand and key messages
- Contribute to yearly Red Cross identified events including but not limited to; Refugee week and Harmony day
- Work in collaboration with relevant Red Cross people, taking direction from identified point of contact

■ Position Selection Criteria

Technical Competencies and Experience

- High-level verbal and written communication skills, and demonstrated experience writing high quality media and promotional stories
- Demonstrated experience communicating across a variety of formats and targeting messages and format to meet audience requirements
- Experience with graphic design and/or other creative skills such as video-storytelling, photography, video-editing etc.
- Experience developing collateral and production of print and online publications, and an eye for design
- Experience preparing and editing copy for publication using consistent, current and user-friendly messaging where all claims, statistics and quotes are substantiated.
- Awareness and interest in asylum seeker and refugee issues, including the impact of trauma, detention, uncertainty, and the impact of conflict, war and displacement.
- Ability to work independently, take initiative, be flexible, reliable and collaborative.
- The ability to work with a range of diverse stakeholders, including senior management, clients, and volunteers.

Qualifications/Licenses

- Completed or undertaking a tertiary qualification in Marketing, Communications or other related fields, or relevant experience

Behavioural Capabilities

- **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
- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**
Demonstrates an understanding of the work of the domestic and international elements of the organisation | Understands and works within levels of authority and delegation | Understands and implements the policies and procedures of Red Cross | Understands the origins of the Movement and basic principles of International Humanitarian Law
- **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 | Pursues goals with tenacity
- **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 three 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