



the
power of
humanity



POSITION DESCRIPTION – TEAM MEMBER

Position Title	Health and Wellbeing Officer	Department	CHSP
Location	Whyalla	Direct/Indirect Reports	None
Reports to	Regional Areas Coordinator, Eyre Peninsula and Far West	Date Revised	January 2018

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 Summary

The Health and Wellbeing Officer is responsible for developing, maintaining, implementing and evaluating appropriate services, group activities and programs for clients including, Aboriginal and Torres Strait Islanders. The position will work to develop and leverage local community networks in order to build community and work with volunteers to address community level issues, while developing and maintaining partnerships with key stakeholder organisations. The focus is to work with the Aboriginal and Torres Strait Islander community and the general community on:

- Alcohol and other drug use amongst people in the community,
- Social, emotional and spiritual wellbeing,
- Being positive role models and leaders;
- Having a voice around the issues that affect them;
- Health, wellbeing and re-ablement of those experiencing extreme vulnerability and deep social exclusion by utilising telephone support and transport programs

■ Position Responsibilities

Key Responsibilities

- In consultation with key stakeholders, facilitate the development and implementation of activities and new initiatives in accordance with relevant policy frameworks and Red Cross principles;
- Help people to inform the decisions that affect them, and to take part in the development of activities to enhance their own wellbeing;
- Produce various written reports where required, including regular monthly reports;
- Maintain strong relationships and linkages with relevant industry groups, service providers and stakeholders;
- Ensure accurate records and files are collected and maintained;
- Engage with Aboriginal and Torres Strait Islander community members, to identify community responses that would be of benefit to them;
- Ensure the delivery of prompt and efficient customer service to internal and external customers;

Position description

Template authorised by: Janice Murphy, National Recruitment Manager

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- Attend meetings and other relevant public forums as required to promote Red Cross;
- Ensure risk issues are identified and managed in conjunction with the Regional Areas Coordinator;
- Ensure service responses are developed in a culturally appropriate manner that maximises the involvement and decision making of local Aboriginal and Torres Strait Islander people;
- Support volunteering in all areas and to facilitate self-organising groups to advocate and take voluntary humanitarian action.

■ Position Selection Criteria

Program and Community Development experience

- Ability to adapt to evolving work environments whilst maintaining a flexible and professional work ethic and approach;
- Ability to communicate effectively with a diverse range of people, including external stakeholders, service providers and people from culturally and linguistically diverse backgrounds;
- Ability to develop positive relationships and relate to a range of people at all levels including funding bodies, volunteers, staff and government departments;
- Ability to exercise initiative, discretion and judgement in working both independently and as part of a team;
- Ability to be self-directed with well-developed organisational and planning skills with a demonstrated ability to prioritise a demanding workload;
- Demonstrated knowledge of community development principles and practices.

Technical Competencies

- Proven highly developed communication, organisational and time management skills
- Understanding of co-design, strength based and client centred methodology
- Experience and/or skills in training and development;
- Sound ability to evaluate and analyse information;
- Proven capacity to work in a team environment;
- Proficiency in establishing and maintaining a successful social media platform;
- Excellent records management and general office administration;
- Basic proficiency in MS Office or similar software and experience using databases

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role
- Current SA Driver's License is a requirement for this role.

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **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 | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

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