**POSITION DESCRIPTION – TEAM MEMBER**

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| Position Title | Walali Neighbourhood Centre -Community Engagement Officer | Department | Central Queensland |
| Location | Rockhampton | Direct/Indirect Reports | Up to 3 paid and 20 unpaid reports |
| Reports to | Regional Coordinator | Date Revised | December 2017 |
| Industrial Instrument | Social Home Care and Disability Services Award | | |

■ **Position Summary**

Red Cross is now actively progressing its Strategy 2020 agenda to clearly focus our efforts over the coming years and position us to make a real and lasting difference to the lives of people in Australia and overseas. Consequently, Queensland is realigning its operations to the revised goals and outcomes which present a much sharper focus of what we are going to do over the next five years. The position’s primary responsibility is to operationalise *Strategy 2020 – Goal 1: Build an inclusive, diverse and active humanitarian movement based on voluntary service* and *Goal 4: Improve the wellbeing of those experiencing extreme vulnerability.*

Reporting to the Regional Coordinator, the **Walali Neighbourhood Centre – Community Engagement Officer** will contribute to enabling place-based operational goals and work plans that promote social networks and social supports for local community members through community based recreation, leisure, social activities, mentoring and relationships. The role will adopt a placed-based community development approach which aims to build capacity and resilience of community members; empower communities to take responsibility for their futures; share with other organisations to increase collaboration; and transform systems and structures to remove barriers.

The **Walali Neighbourhood Centre - Community Engagement Officer** will primarily focus on projects and initiatives that are targeted towards places and/or subjects of interest (i.e. social inclusion and connectedness). It will support the Regional Coordinator to create a diverse and inclusive movement by leveraging of Red Cross volunteer and members and creating increased opportunities to expand our supporter base by building partnerships (internal and external) that embody Red Cross Fundamental Principles and enable Strategy 2020.

Service users will benefit from this role’s demonstrated experience in community development and its ability to foster social connectedness and collaboration as it performs all aspects of its role within a humanitarian and community focused way.

■ **Position Responsibilities**

**Key Responsibilities - technical**

* Operating from an evidence and needs-based approach, plan, develop and deliver priority projects that are targeted at meeting needs of individuals, groups and community and ensuring that all facets of the operations (including activity rosters) are co-designed. Use appropriate research, planning and evaluation methodologies when delivering community projects/initiatives
* Engage with communities to identify and support development of community-led responses to issues impacting on community members in accordance with Red Cross Strategy 2020 priorities
* Engage and develop Volunteers to be responsible for the day to day operations of the Walali Neighbourhood Centre whilst maintaining operational oversight of the Centre in collaboration with the Regional Coordinator
* Develop and maintain effective partnerships with relevant internal and external stakeholders to develop new opportunities including activities, outreaching and co-located service arrangements
* Offer an information and linking service from the Centre and provide assisted referrals where required
* Assist the Regional Coordinator to develop project and partnership plans and proposals and provide regular and accurate reports in a timely manner

**Key Responsibilities - general**

* **Humanitarian Placed Based and General Activities**
* Develop broad networks and maintain knowledge of current services and infrastructure that support the community and facilitate the sharing of information, knowledge and resources between stakeholders and groups
* Contribute to a positive, innovative and inclusive workplace culture and participate in program planning and review processes and celebrations
* Actively participate in practice supervision and quality & practice improvement initiatives
* Contribute to Red Cross Strategy 2020 – Goal 2 by responding to disasters and other significant emergencies and/or supporting business continuity, in times of activation.
* Adhere to the Standards of Behaviour set out in the Red Cross Child Protection Code of Conduct and Child Protection Policy and at all times engage in child safe practices
* In accordance with Red Cross policy and legislation ensure the effective management and resolution of issues, grievances and complaints
* **Administration**
* Collate and update data systems and databases, ensuring accuracy and maintain appropriate office management systems (electronic and manual) including filing and quality assurance document control systems
* In co-operation with the Regional Coordinator , input into regular reporting for accountability and quality improvement purposes
* Work in collaboration with the Regional Coordinator, to ensure that the program and activities operate within budget and in accordance with approved Red Cross and relevant accounting standards
* Collect and action accordingly, administration related correspondence, emails, and general enquiries pertaining to all aspects of the program, under the guidance of the line manager
* Actively participate in Red Cross performance-development programs and engage with line management in development, implementation and review processes

**■ Position Selection Criteria**

**Technical Competencies**

***Essential***

* Experience and demonstrated skills in the design, implementation and evaluation of community based project work and working with communities to facilitate participation of people and communities in broader decision-making processes, promote individual and community autonomy, advocate for systemic changes, and identify and mobilise social resources
* Demonstrated experience in establishing strong and effective partnerships with community groups, service providers and other key stakeholders to develop responses to community issues and build on community strengths and resources
* Demonstrated experience in community engagement and community development, including negotiating partnerships and collaboration.
* Applied knowledge of the role of volunteers and how they can add value
* Well-developed verbal and written communication skills
* Knowledge of and experience in working within Aboriginal and Torres Strait Island and Culturally and Linguistically Diverse people and communities
* Ability to exercise initiative, discretion and judgement in working both independently and as part of a team

***Desirable***

* Knowledge of/experience in not for profit/human service sector.
* Current Australian Open Drivers licence.

**Qualifications/Licenses**

* Tertiary qualifications in community development or a related field
* A Working with Children check is a mandatory requirement for this role

**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.
* **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.
* **Organisational effectiveness | Innovating and improving |** Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.
* **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