

## POSITION DESCRIPTION – **MANAGER**

Position Title	State/Territory Transformation Coordinator	Department	Australian Programs
Location	Flexible	Direct/Indirect Reports	TBD
Reports to	State/Territory Director	Date Revised	Feb 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0012722

### ■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

### ■ Position Summary

For some time we have been looking at our future and hearing compelling evidence that we need to change. In December 2019, the Australian Red Cross Board made decisions that will allow us to concentrate our efforts to make a better impact and together build a stronger, sustainable future. These decisions include the fact that Red Cross will focus on six key areas where we are uniquely positioned, so we can make a bigger difference; and that over the coming three years we will gradually reimagine or transition programs, services and activities that fall outside these agreed areas of focus.

Reporting to the State / Territory Director, the incumbent will work collaboratively with the State/Territory Director and their senior management team, to support the planning and implementation of the shifts required at the state/territory level to bring these decisions to life. In the immediate term, the incumbent will be required to support a more detailed planning phase that will articulate the future path for programs and services in the State/Territory.

The incumbent will be required to work collaboratively with the whole of organisation Transformation team and with like roles in other States/Territories.

### ■ Position Responsibilities

#### Key Responsibilities

- Support the State/Territory Director to plan for how to manage the overall transformations required at the State/Territory level
- Support the State/Territory Director and relevant program managers to plan for and implement program / activity / service / location specific shifts and transformations
- Support the development and implementation of associated local stakeholder engagement and communications plans (at whole state/territory and also specific program/service/location level)
- Ensure local planning and implementation aligns with relevant national and local frameworks, timeframes, and expectations

- Coordinate reporting on State/Territory shifts to both the State/Territory Director and feed relevant information to the central Transformation team
- Record, monitor and escalate local risks and issues including managing dependencies and conflicts in order to enable successful delivery of agreed projects and programs of work
- Anticipate change and transformation needs based on a strong understanding of organisation transformation and business change
- Embody the Fundamental Principles, Ethical Framework and values of the organisation.

## ■ Position Selection Criteria

### Technical Competencies

- Project management, using agile techniques – including the ability to plan, communicate and manage projects to time, quality and cost requirements
- Creativity and innovation - using analytical thinking to support and drive decisions, devising creative approaches to solving complex business problems
- Strategic portfolio management – skilled in planning and forward-thinking, with the ability to see the bigger picture and do what make sense for the future of the business, not just the current state of individual programmes
- Organisation and Prioritisation – including managing multiple work-streams and competing priorities and targets to meet agreed deadlines
- Analysis – ability to use qualitative and quantitative data to evaluate the effectiveness of change processes
- Coaching and Facilitation – including the ability to coach leaders on managing through transformation and change
- Ability to produce and present documents and reports to a variety of audiences, and facilitate discussions with a range of stakeholders at various levels in the organisation and externally

### Qualifications/Licenses

- Relevant tertiary qualifications, skills and/or experience in public service, business administration, community services or related fields.

### Behavioral Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to lead individuals and teams to achieve the results committed to. A proven track record in developing and maintaining a high performance culture to support the organisation's work with clients and communities.
- **Personal effectiveness | Solving problems |** Proven ability to analyse situations or issues from different perspectives, understanding the impact on other parts of the organisation. Ability to draw on a range of resources to find and implement effective solutions.
- **Team effectiveness | Collaborating |** Proven track record as an approachable and collaborative leader. Demonstrated understanding of the needs of internal and external stakeholders and works to build effective relationships with all.

- **Team effectiveness | Managing change |** Demonstrated capability to lead, support and manage change. Proven ability to use appropriate change management practices to ensure a clear link to organisational goals and values.
- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all. Proven ability to create a culture of open communication with a focus on positive messaging.
- **Organisational effectiveness | Thinking strategically |** Demonstrated understanding of key drivers of success to enable achievement of organisational goals. Ability to continually review environmental factors potentially impacting clients and services and grow the influence of the organisation on humanitarian issues.

## ■ 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 Ethical Framework 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 5 years thereafter. Police check renewals may be required earlier than 5 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