

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Senior Officer – Strategic Projects	Department	Migration Support Programs
Location	Australia wide	Direct/Indirect Reports	0
Reports to	Manager – Capacity Building	Date Revised	April 2018
Industrial Instrument	Choose an item.		
Job Grade	Job Grade 5		

■ Position Summary

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants, people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. The focus of our work is to prevent and reduce the vulnerability of migrants, to protect them against abuses, exploitation and denial of their rights, and to facilitate opportunities to build on their strengths, and contribute to their communities.

Red Cross is responsive to the changing context and needs of migrants, and integrated in service delivery, activation and influence. We are connected locally, nationally and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses and government sectors. Migration Support Programs operates within an ongoing, adaptable model to ensure relevance and impact. Key to our work is the integration of human centred design principles along with locally sourced insights.

The Senior Officer – Strategic Projects will be facilitating the scoping, co-design and delivery of MSP related capacity building activities internally for Red Cross people, and externally to deliver impact on strategic priorities. They will provide leadership on annual projects and scrum master for agile projects, facilitate and lead collaborative impact across Australian Red Cross.

This role will work across MSP and will be responsible for developing and maintaining project documents in line with the established project methodology. It will provide specialist advice and support to MSP staff nationwide and ensure that projects are executed in a manner that enables successful outcomes. This role will operate within a dynamic and time pressured environment, requiring an ability to form productive relationships with multiple stakeholders.

■ Position Responsibilities

Key Responsibilities

- Provide leadership on strategic annual projects including scrum master for agile projects.

- Lead and facilitate team collaboration, innovation and human centred design to lead collaborative impact across Australian Red Cross.
- Facilitate training and develop strategies to embed an understanding of Agile and how to apply it to project work within MSP
- Provide technical advice on agile and other project management methodologies to Red Cross people working on strategic projects.
- Drive the delivery of projects within the agreed brief in collaboration with key stakeholders
- Proactively schedule and secure resources to meet project requirements
- Build and maintain strong relationships with internal and external stakeholders to enable the delivery of MSP strategic projects.
- Collaborate on strategic projects.
- Volunteer engagement and management.
- Actively contribute to a positive work environment culture.

■ Position Selection Criteria

Technical Competencies

- Demonstrated experience in working with migrants in transition and understanding social political issues impact migrants locally, regionally and globally is desirable
- Demonstrated cultural competence and the ability to work with and lead teams of people from diverse backgrounds.
- Excellent technical and practical knowledge and expertise in agile project management.
- Proven ability to build the capacity of people and teams
- Demonstrated experience in managing projects
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders
- Excellent verbal and written communication and interpersonal skills including negotiation, mediation, conflict resolution, report writing skills.
- Proven capacity to be adaptive and resilient and to work independently in a self directed manner, and also as a member of a team.

Qualifications/Licenses

- Relevant tertiary qualifications or equivalent experience in community services or related fields
- 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.
- **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 | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **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.

■ 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 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