**POSITION DESCRIPTION – TEAM MEMBER**

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| Position Title | Community Partnerships and Development Officer | Department | Community Programs – Place-based Operations Unit |
| Location | Wide Bay-Burnett | Direct/Indirect Reports | Nil |
| Reports to | Place-based Lead, Central and Wide Bay-Burnett | Date Revised | January 2019 |
| Industrial  Instrument | Social Home Care and Disability Services Award | | |
| Job Grade | Job Grade 5 | | |

***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 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**

Australian 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. 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 Place-based Lead, Central and Wide Bay-Burnett, the **Community Partnerships and Development Officer Identified** will contribute to enabling place-based operational goals and work plans and provide direct service delivery support by adopting the Red Cross 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 Community Partnerships and Development Officer Identified will primarily focus on projects and initiatives that are targeted towards places and/or subjects of interest (e.g. justice re-investment, social inclusion). It will support the Place-based Lead, Central and Wide Bay-Burnett 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 supporting 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 client focused way.

■ **Position Responsibilities**

**Key Responsibilities**

* Operating from an evidence and needs based approach, plan, develop and deliver priority projects that are targeted towards places and/or subjects of interest (e.g. justice re-investment, social inclusion) ensuring that processes for participation by relevant stakeholders are enabled in all facets of the operations
* 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
* Implement project management cycle requirements in the design, delivery and review of high quality human services projects
* Develop and maintain effective partnerships with relevant internal and external stakeholders and ensure ways to actively link and engage volunteers and members and to identify, foster and support new partnership opportunities
* Identify, establish and maintain productive partnerships with Elders and other relevant community groups /members, to build capacity/community advocacy aligned to Red Cross Strategy 2020 and social inclusion priorities; particularly in the area of Volunteering and Emergency Services.
* Ensure that development activities are undertaken in a culturally appropriate manner that maximises involvement and decision making of all people, particularly Aboriginal and Torres Strait Islander peoples
* Develop 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
* Use appropriate research, planning and evaluation methodologies when developing, delivering, monitoring and reporting on community projects/initiatives
* Support the development of project and partnership plans and proposals, and provide regular and accurate reports in a timely manner
* Work in collaboration with the Place-based Lead, Central and Wide Bay-Burnett, to ensure that the project/s operate within budget and in accordance with approved Red Cross and relevant accounting standards
* In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints

■ **Position Selection Criteria**

**Technical Competencies**

* 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 knowledge and understanding of cultural diversity, including Aboriginal and Torres Strait Islander communities and Culturally and Linguistically Diverse Communities; and an ability to articulate and advocate that awareness and understanding to other Red Cross staff and stakeholders
* Demonstrated experience in managing personal and professional boundaries in a community service, and ability to manage the expectations of community members while working amongst the culture and community that you are a part of
* Well-developed verbal and written communication skills
* Ability to exercise initiative, discretion and judgement in working both independently and as part of a team

**Qualifications/Licenses**

* Degree or associate diploma qualifications in human services field combined with/or substantial skills, expertise and experience attained through employment, voluntary service and/or study
* A Working with Children check is a mandatory requirement for this role
* Current and valid Australian drivers licence

**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 | 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 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