

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	National Senior Project Officer – Recovery	Department	Emergency Services
Location	Flexible	Direct/Indirect Reports	Nil
Reports to	National Coordinator – Recovery and Psychosocial Support	Date Revised	January 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5		

### ■ Position Summary

The National Senior Project Officer - Recovery is responsible for assisting implementation of recovery projects, resources and programs aimed at providing individuals, households and communities with information and support to recover from an emergency.

Reporting to the National Coordinator – Recovery and Psychosocial Support, the position also will have a strong focus on supporting States and Territories to deliver externally funded recovery services before, during and after emergencies.

### ■ Position Responsibilities

#### Key Responsibilities

- Support in the management and delivery of the Australian Institute of Disaster Resilience (AIDR) volunteer leadership program
- Support in the management and delivery of Disaster Recovery Mentors Australia (DRMA), and 2019 Townsville Floods and 2019/20 Bushfire recovery programs
- Enable and advise state and territory stakeholders in service delivery particularly focusing on recovery programs
- Provide operational support to States and Territories as required regarding service delivery, particularly focusing on recovery programs
- Deliver training programs such as Recovery Basics; Communicating in Recovery
- Build and maintain strong relationships with Emergency Services personnel in States & Territories through regular meetings and communications
- Ensure that performance indicators, structures and systems are in place to support the achievement of Emergency Services outcomes
- Ensure all service delivery is in line with the national strategy
- Manage the development and implementation of key resources, training and development programs
- Act in an operational role during an emergency as directed by the National Operations Manager.
- Participate in the National Duty Officer roster as required

## ■ Position Selection Criteria

### Technical Competencies

- High level understanding of and experience in emergency management
- Demonstrated experience in recovery
- Demonstrated experience in delivery of various recovery training programs
- Proven highly developed organisational and time management skills with the ability to establish priorities within competing demands
- The ability to work autonomously, show initiative and demonstrate problem solving skills
- Excellent communication skills with the ability to develop and maintain effective relationships with both internal and external stakeholders
- High level analytical, problem solving and decision making abilities.
- Experience in the development and implementation of standard operating procedures

### 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 | 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.
- **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 change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns 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.

## ■ 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