

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Coordinator, Prison Support Program	Department	Community Services
Location	Hobart	Direct/Indirect Reports	Up to 40 volunteers
Reports to	Regional Services Manager	Date Revised	June 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	

### ■ Position Summary

This position is responsible for planning, developing, implementing, monitoring and evaluating the Prison Support Program in Tasmania. The prison support program involves training and coordination of nominated peer supporters within the prison system, to provide support to new and existing prisoners of the Tasmanian Prison Service. This position is required to work within the Tasmanian Prison Service.

### ■ Position Responsibilities

#### Key Responsibilities

- **Volunteer recruitment and coordination** – recruitment and induction of suitable volunteers, conduct program specific training, support the volunteers in their role as a peer supporter, maintain accurate records, and provide accurate, timely reports as required,
- **Support** - Provide support, facilitate monthly meetings with Peer Supporters and unit Managers, record minutes collate relevant data, maintain accurate notes.
- **Training** - Provide training both face to face and e learning to Peer Supporters to provide them with the skills to undertake this position, provide refresher training to current Peer Supporters and also to officers and unit managers
- **Stakeholder relationship building** – closely engage with all stakeholders to build respectful and effective working relationships.
- Work with the relevant Team Leader and other team members to identify and implement strategies that result in continuous improvement of the program
- Work with the relevant Team Leader to ensure that the program operates within funding guidelines, budget parameter, and organisational policies, procedures and standards
- Contribute to the effective management and resolution of participant and volunteer issues, grievances and complaints

### ■ Position Selection Criteria

#### Technical Competencies

- Experience in the implementation and coordination of volunteer led community programs
- Well-developed communication and interpersonal skills including with people from a wide range of backgrounds
- Ability to follow and implement organisational policies and contractual requirements
- Experience in recruiting, managing and working with volunteers

- Proven organisational and time management skills
- Ability to develop and deliver innovative service and strategic initiatives within budget constraints
- Well-developed analytical, problem solving and decision making abilities with strong attention to detail
- Ability to build effective stakeholder relationships at all levels
- Strong affinity and experience with the target group.
- Good records management and office administration skills including proficiency in the use of MS Office

### Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in the delivery of training programs and community services or related fields
- Current 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 | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

## ■ 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