Australian Red Cross
THE POWER OF HUMANITY

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Volunteer Leadership Support Officer	Department	Emergency Services
Location	Villiers Street	Direct/Indirect Reports	Staff: Nil Volunteers: Up to 100
Reports to	Coordinator, Workforce Planning and Development	Date Revised	July 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

■ Position Summary

Reporting to the Coordinator, Workforce Planning and Development, the Volunteer Leadership Support Officer is responsible for line management and operational leadership of senior volunteers across Victoria. The Volunteer Leadership Support Officer will focus on ensuring that volunteer leaders are appropriately skilled and equipped to support their teams.

In times of emergencies, the Volunteer Leadership Support Officer will support the effective leadership of the Red Cross Workforce in delivering services to those affected by emergencies. In peace-time, the Volunteer Leadership Support Officer will manage volunteer leaders on a day to day basis, and support the continued development of Red Cross volunteers in preparing for potential emergency activations and our work in preparedness and recovery.

The Volunteer Leadership Support Officer will collaborate with the Volunteer Development Officer in identifying and implementing development priorities.

■ Position Responsibilities

Key Responsibilities

- Leadership, management and support for state-wide Emergency Services volunteer leadership group.
- Support and empowerment of volunteer leadership in the coordination volunteer responses to smaller emergencies across Victoria.
- Operational leadership to the Red Cross Workforce during emergencies through membership of Red Cross incident management teams.
- Operational leadership or oversight of community based events including preparedness community speaking,
- Facilitate effective communication within the volunteer leadership group and wider volunteer group, including social media channels.
- Advocacy for volunteer issues within Emergency Services.
- Build operational capability and capacity, and effective engagement and support strategies, through collaboration with the Workforce Planning and Development team and wider State Office team.
- Mentor, coach and develop volunteer leaders across the state to reach strategic outcomes.

- Where necessary, undertake performance management and development of the volunteer leaders in accordance with Red Cross policy and approaches.
- Act as State Duty Officer (outside business hours) as required.
- Represent Red Cross Emergency Services to external stakeholders and committees including Regional Emergency Management Committees.
- Contribute to the safe working place for all volunteers and employees, including management of WHS issues and implementation of the Red Cross WHS plan/strategy. If required, participate as a nominated WHS representative.

■ Position Selection Criteria

Technical Competencies

- A demonstrated understanding of coaching, mentoring and leadership strategies including behaviours which support excellence in others and a good understanding of how to identify and build these skills in others.
- Demonstrated high level communication skills including writing for different audiences and in a range of media including social media.
- Highly developed self awareness and interpersonal skills complimented by strong oral and written communication skills.
- Well developed understanding of change management and a demonstrated capacity to effectively lead change.
- Ability to work effectively as an individual, as part of a team and within a matrix management structure.
- Well developed analytical, problem solving and decision making abilities.
- Demonstrated ability to drive and deliver projects.
- Demonstrated ability to effectively engage and partner with internal and external stakeholders.
- Developed skills in MS Office or similar software.

Qualifications/Licenses

- Relevant qualifications, skills and/or demonstrated experience in public service, emergency management, or humanitarian services.
- Current Drivers Licence
- Current Working With Children Check

Behavioural Capabilities

- **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 | 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.
- **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 | Thinking strategically |** Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.
- **Organisational effectiveness | Innovating and improving |** Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

■ 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