

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Distribution Team Member	Department	Emergency Services
Location	South Australia – various locations	Direct/Indirect Reports	Nil
Reports to	Site Distribution Coordinator	Date Revised	January 2022
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 2	Job Evaluation No:	HRC0055294

■ Position Summary

The Government of South Australia has announced that Rapid Antigen Tests (RATs) will be distributed free of charge to members of the public who meet specified criteria as determined by SA Health. Red Cross has been requested to manage RAT distribution at one or more Rapid Antigen Test Pick Up Points across South Australia

Distribution Team Members will report to the Site Coordinator, and undertake the effective and efficient distribution of Rapid Antigen Tests, to eligible persons and in accordance with identified distribution and health and safety procedures, at a Rapid Antigen Test Pick Up Point (RATPUP) within South Australia

RATPUPs will operate 7 days per week. Site hours of operation are subject to change.

■ Position Responsibilities

Key Responsibilities

- Assisting with the opening/closing of the site and securing the site on closure.
- Providing a high level of customer service resulting in a smooth and timely flow of people through the RAT Pick Up Point.
- Ensuring that conflict is effectively resolved in a timely and respectful manner.
- Support the Site Coordinator with the ordering and re-ordering RATs, receiving deliveries and ensuring correct storage of RATs
- Maintaining accurate (electronic and manual) records of tests distributed and other information for reporting requirements.
- Adhering to work health and safety standards and ensuring compliance with WHS obligations including fatigue management and COVID-19 protocols (including social distancing and infection control protocols, particularly those related to the wearing of PPE, waste and sanitisation).
- Maintaining privacy and confidentiality.

■ Position Selection Criteria

Technical Competencies

- Excellent communication and people management skills.
- Patience and empathy, resilience, and a positive attitude.
- Ability to effectively resolve conflict in a productive and respectful manner.
- Ability to learn quickly and provide a high level of customer service.

Qualifications/Licenses

- Provide evidence of compliance with the [Emergency Management \(Healthcare Setting Workers Vaccination No 5\) \(COVID-19\) Direction 2022](#) effective 29 January 2022 i.e., all applicants must provide evidence of having had two vaccinations and a booster dose, or a booking to have, a booster dose within four weeks of becoming eligible.
- Undertake a RAT at the commencement of each shift and disclose the result.
- Complete site induction and any other identified on-the-job training requirements

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 | 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 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.