

POSITION DESCRIPTION – TEAM MEMBER

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|-----------------------|--|---------------------------|------------------|
| Position Title | Community Programs Officer | Department | Social Inclusion |
| Location | Northern Region (NSW) | Direct/Indirect Reports | 20+ Volunteers |
| Reports to | Regional Operations Manager | Date Revised | Apr 2021 |
| Industrial Instrument | Social Home Care and Disability Services Award | | |
| Job Grade | Job Grade 3 | Job Evaluation No: | HRC0034909 |

• Position Summary

The role of the Community Programs Officer assists in supporting local organisations and individuals to address social isolation and disengagement from their community. The role is also responsible for developing and maintaining relationships and partnerships in line with Red Cross strategic direction of Ways of Working.

The position aims to provide social inclusion programs & opportunities through programs such as Telecross suite of programs and MATES (CHSP funded), Community Visitor Scheme & delivery of community engagement events within the region. Promote services to targeted audiences within the region and prepare effective statistical data reporting to meet funding bodies reporting requirements.

• Position Responsibilities

Key Responsibilities

- In accordance with Red Cross Policy & Procedures, contribute to the high delivery expectations ensuring:
- The effective and efficient day to day delivery of Social Inclusion service delivery including the induction, training, and matching of volunteers and clients
- Maintain accurate records of all volunteers, clients when required with reporting using these records
- Undertake client assessments and referral to appropriate service providers as required.
- Ensure effective service delivery is underpinned by the theory of placed based service delivery.
- In consultation with the Manager and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- Working in collaboration with the Manager, ensure that the program operates 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/or ability to follow and implement organisational policies and contractual requirements relevant to the community services sector
- Demonstrated ability to communicate effectively and sensitively with the community & stakeholders
- Ability to demonstrate initiative; work independently and in a team environment

- Demonstrated understanding & experience in delivery services to clients & communities through trauma informed care
- Understanding through experience, the issues impacting the client base
- Experience in recruiting, training & managing volunteers
- Ability to prioritise & meet deadlines
- Proven highly developed organisational and time management skills
- Excellent records management and general office administration
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Experience in working collaboratively with key stakeholders
- Demonstrated knowledge of computer software applications including database management & control & Microsoft suite of programs.

Qualifications/Licenses

- Relevant tertiary qualifications and/or a **minimum of 3 years' experience in a related field**
- Unrestricted current Drivers Licence
- A Working with Children check is a mandatory requirement for this role
- Willingness to have current flu vaccination / COVID vaccination as per Red Cross policy and Aged Care Legislation.

Behavioural Capabilities

- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **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 performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **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 | 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.