

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Senior Project Officer - Forced Marriage	Department	Migration Support Program
Location	Sydney, NSW	Direct/Indirect Reports	Indirect 5 (Volunteers)
Reports to	Operations Manager	Date Revised	Jan 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0029532

### ■ Position Summary

Australian Red Cross' Migration Support Programs (MSP) works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants, people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. The focus of our work is to prevent and reduce the vulnerability of migrants, to protect them against abuses, exploitation and denial of their rights, and to facilitate opportunities to build on their strengths and contribute to their communities.

The Senior Project Officer – Forced Marriage will work within the NSW Red Cross Migration Support program and more specifically will lead the "Empowered to Respond Project" funded by Department of Communities and Justice NSW. This role will report to the Operations Manager- NSW/ACT Migration Support Program but also needs to work closely with NSW / ACT - MSP Caseworkers.

The Senior Project Officer will manage the Project ensuring that it meets the funding deliverables and the Key Performance Outcomes. To achieve sustainable outcomes, the project will utilise human centred design principles and work alongside clients to develop evidence based activities and workshops, bringing in subject matter experts as required. This includes creating a safe and welcoming space for clients, and being available to de brief and where needed referring them to specialized services. The Project Officer will also undertake the role of co convener of the identified networks so as to use this platform to collaborate with sector partners to ensure the success of the project.

### ■ Position Responsibilities

#### Key Responsibilities

- Ensuring delivery of key outcomes and milestones as laid out in the grant which includes but is not limited to facilitating client recruitment, creating a safe and welcoming space, promoting the project to relevant stakeholders and engaging relevant subject matters as identified through the co design mechanism
- Development and implementation of project plan, evaluation and reporting mechanisms as per Red Cross standards
- Collaborate with colleagues from across the country on relevant projects, support the development of networks, insights and skills whilst generating shared impact on outcomes

- Co-lead state networks on forced marriage in NSW, to promote coordination, information sharing and awareness raising among the sector
- Work with other MSP programs to ensure a consistent and coordinated approach
- In collaboration with the Team Leader - Operations, identify and explore partnership opportunities with key stakeholders to address trafficking/forced labour nationwide
- Working in collaboration with the Operations Manager, ensure that the program operates within budget and in accordance with approved Red Cross and relevant accounting standards
- Collaborate on strategic projects as required
- Volunteer engagement and management
- Actively contribute to a positive work environment culture
- Other duties from time to time relevant to the needs of Red Cross consistent with the organisation objectives and the skills and abilities required of the position holder

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated understanding of family violence including its interjections with forced marriage and issues of humanitarian concerns
- Demonstrated knowledge of and experience in community engagement and development including adult style learning
- Highly developed written and verbal communication skills, including the ability to write concise reports
- Proven experience in operating within a confidential and politically sensitive service environment and managing sensitive and confidential material
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team and managing competing priorities
- Demonstrated competency working in a computerised environment (MS Word, Excel, PowerPoint and Outlook, and ability to learn new database applications where required)
- Knowledge of relevant Australian legislative and regulatory frameworks within the Family Violence Setting
- Demonstrated knowledge of and experience in working with culturally appropriate and sensitive services supporting people from culturally and linguistically diverse backgrounds

### Qualifications/Licenses

- Relevant tertiary qualifications in social sciences, legal or human services and/or experience working in the not for profit and client services sectors
- A Working with Children check is a mandatory requirement for this role

### 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 | 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.

- **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.
- **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.