

POSITION DESCRIPTION – Team Member

Position Title	Program Administration Officer	Department	MSP
Location	Wagga or Albury	Direct/Indirect Reports	Nil
Reports to	MSP Regional Manager Riverina	Date Revised	June 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0011277

■ Position Summary

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. 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.

The Humanitarian Settlement Program (HSP) aims to build the skills and knowledge for social and economic well-being of refugees and humanitarian entrants. The HSP delivers Settlement Services to Clients through a tailored, needs-based case management approach.

Program Administration Officer – HSP Arrivals and Referrals is responsible for coordination all activities associated with HSP client arrivals. This includes; monitoring referrals into the program, establishing the client record, completing necessary referrals, coordinating essential registrations, and working alongside local teams to ensure immediate on arrival services are delivered in a coordinated way whilst adhering to the Program Case Management and Administration Guidelines.

■ Position Responsibilities

Key Responsibilities

- Monitor referrals in the HSP system from Department of Home Affairs for the Riverina/South West Primary Settlement Regions in Albury and Wagga Wagga
- Maintain in the Regional Arrivals Register with accurate and up to date client and logistical information on past and future arrivals, and support coordination with the other Red Cross and HSP Provider Arrival coordinators around Australia regarding transfers and diversions.
- Establish files in the Red Cross internal database for new arrival clients (CCM) and HSP Portal
- Support Team Leader and Support Worker Coordinator with logistical tasks for preparing to receive new arrival schedules and requirements including housing, household goods, transport, health assessments and Medicare/Centrelink enrolments.
- Complete essential referrals to and action communications from:
 - Department of Human Services
 - Humanitarian Entrant Health Service

- Subcontracted agency (s)
- Health undertaking and Comprehensive Health Assessment
- Coordinate mobile phone activations for new arrivals
- Oversee receipt and processing of client ID's needed for referrals immediately following arrival
- Ensure claims for services are evidenced and made within HSP guidelines and support other staff to ensure all service claims related to clients are actioned within the program guidelines.
- Coordinate requests for additional information from Department of Home Affairs when necessary (Contact details, Language, ABN, Cancellations, Update travel bookings etc.)

■ Position Selection Criteria

Technical Competencies

- Experience in business administration, information management, scheduling and logistics or similar – preferably with in a social or community service.
- Ability to implement and maintain best practice administrative and financial systems in an efficient and effective manner.
- Ability to work as part of a team environment with the capacity to work independently and adaptively to meet changing organisational needs.
- Experience in handling sensitive and confidential material.
- Demonstrated computer skills including ability to use Word, advanced Excel, spreadsheets and Outlook skills and familiarity with database applications or systems.
- Excellent records management knowledge and experience.

Qualifications/Licenses

- Tertiary qualifications in a related field is highly desirable however extensive recent experience and vocational qualifications will be considered.
- Working with Children Check.
- Current Drivers License

Behavioural Capabilities

Personal effectiveness | Solving problems | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.

Personal effectiveness | Being culturally competent | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams

Personal effectiveness | Managing my behaviours | Demonstrated ability to effectively manage the emotions and behaviours of self and others to lead teams to achieve results. Ability to monitor and manage stress levels and provide support to teams.

Team effectiveness | Collaborating | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.

Team effectiveness | Managing performance | Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.

Team effectiveness | Communicating | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.

Organisational effectiveness | Focussing on clients | Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.

Organisational effectiveness | Valuing voluntary service | Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.

Organisational effectiveness | Managing risk | Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

■ 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