

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Support Officer	Department	International Programs
Location	Head Office, Melbourne	Direct/Indirect Reports	Nil
Reports to	Response Advisor	Date Revised	November 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0009348

■ Position Summary

The purpose of the Support Officer is to bolster the capacity of the International Response Team over the Pacific Cyclone season. This role helps to ensure the Response Team can maintain a high level of effectiveness during this period of increased activity. The role's main function will be to support emergency response, recovery and institutional preparedness activities relating to ARC's contributions to the Global Red Cross and Red Crescent Movement in their response to disasters and crises. This role will also support the workload of ongoing Response Team projects, ensuring they stay on track during the busy cyclone season.

■ Position Responsibilities

Key Responsibilities

- Conduct weekly, global monitoring, analysis and reporting of disasters and crises – utilising Red Cross Red Crescent databases, disaster monitoring sites, and social and new media sites
- Production of tailored data visuals, infographics and narrative reports for donors and internal audiences as required
- With the support of the Response Advisor, manage the Response Team standard operating procedures revision project
- Provide dedicated project management and administrative support to the Unsolicited Bilateral Donations project
- Administratively support management and reporting on international emergency appeals and monitor progress towards outcomes and milestones within ARC funding agreements
- Management of the International Response Team's information, document storage and access within the Program Information and Management System (PIMS)
- Conduct guided desktop research on ARC and International Federation of Red Cross and Red Crescent Societies (IFRC) program impacts and opportunities in disaster and crisis contexts
- Provide administrative support on a task-to-task basis to support a range of program functions as required.

■ Position Selection Criteria

Technical Competencies

- Interest in international disaster and crisis response and risk reduction
- Proven ability to work to deadlines (experience in managing projects would be valued)
- Proficient in information analysis and data presentation

- Skilled in writing across a range of reporting formats, including formal communications
- Methodical approach with strong attention to detail
- Demonstrated ability to be flexible, adaptable and collaborative
- Able to employ initiative and creativity in approach to work.

Qualifications/Licenses

- Tertiary education in disaster management, development, or relations with a focus upon international humanitarian aid sector.

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 | 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.
- **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 | 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