

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Community Programs Officer	Department	Community Programs – Social Inclusion
Location	Lambton (Newcastle)	Direct/Indirect Reports	Up to 100 Volunteers
Reports to	Regional Operations Manager	Date Revised	1/7/2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	

• Position Summary

The Community Programs Officer will be responsible for the effective and efficient coordination and delivery of Social Inclusion programs in their region. The role will involve but not be limited to client intake and support, volunteer recruitment, training and management and service promotion.

• Position Responsibilities

Key Responsibilities

- Contribute to a high quality programs in line with Red Cross Policies and Procedures
- In accordance with Red Cross Policy and Procedures:
 - Undertake client assessments
 - Provide support to clients as needed including providing referrals to external agencies
 - Recruit, train and manage volunteers within the region to ensure effective service delivery
 - Promote services to target audiences in your region
 - Provide administrative support to the programs including maintaining accurate records of all volunteers and clients.
 - Prepare effective statistics and reports as required
- Ensure efficient and effective communication with Social Inclusion staff within the office and in other regions of NSW
- Work with and support other Social Inclusion programs and regional programs to ensure an integrated approach to client, volunteer and community engagement with Red Cross
- Maintain a positive and constructive outlook that promotes confidence in those around them
- Assist with other duties as required and as instructed by your line manager
- Support Red Cross Management team decisions and ensure that all commitments made are followed through
- Participate in the ongoing improvement of Red Cross WH&S plan and visibly and constantly support its implementation in your area.
- Understand and support Continuous Quality Improvement within the Social Inclusion programs and across the organisation
- 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

- Strong organisational, administrative and networking skills
- Highly developed oral and written communication skills
- Ability to demonstrate initiative, work independently and in a team environment
- Ability to work effectively within a multi disciplinary team
- Ability to prioritise and meet deadlines
- Professional telephone manner and customer service standards
- Proven highly developed organisational and time management skills
- Excellent records management and general office administration
- Basic proficiency in MS Office or similar software and experience using databases

Experience

- Experience conducting client assessments and determining appropriate service delivery
- Experience working with older persons (desirable)
- Experience working in the not-for-profit sector (desirable)
- Experience in on-boarding and co-ordinating volunteers
- Understanding through experience, the issues impacting the client base

Qualifications/Licenses

- Relevant tertiary qualifications, and/or experience in a related field
- Unrestricted Current Drivers Licence
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

(Please select **3-5** of the following 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 | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **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 | 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 | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

□ **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