**POSITION DESCRIPTION – MANAGER**

| Position Title | Regional Manager – Central Australia | Department | Community Services |
|---|---|---|---|
| Location | Alice Springs, Northern Territory | Direct/Indirect Reports | 10 |
| Reports to | Director, NT | Date Revised | January 2020 |
| Industrial Instrument | Social Home Care and Disability Services Award | | |
| Job Grade | Job Grade 6 | **Job Evaluation No:** | HRC00011722 |

*Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.*

# ■ Position Summary

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

# ■ Position Responsibilities

## Key Responsibilities

This position leads Australian Red Cross presence and position in southern region of the NT. Red Cross 'facilitates community conversations that wouldn't otherwise happen', working in local partnerships to nurture and respond to community initiatives and priorities in a manner and time frame that is culturally and contextually sensitive. The role appropriately focuses Red Cross resources in a 'place-based' approach to support community and build local capacity for maximum impact, drawing on Red Cross expertise in the service delivery, disaster preparedness, recovery & response, community development and migrant spaces. This position is also responsible for developing and delivering against the Region's Annual Plan in consultation with key staff and volunteers, and for managing the Region's budget.

# ■ Position Selection Criteria

## Technical Competencies

### Leadership
- Represent Red Cross in Region
- Responsible for the planning, design, delivery review and reporting for all programs within the region,using a place based community development approach
- Be the focal point for Red Cross for the region and communities therein
- Provide leadership to the regional team of staff & volunteers
- Champion coordination and collaboration within the whole of Red Cross
- Participate as an active member of the NT Leadership Team

Position description
Template authorised by: Janice Murphy, National Recruitment Manager
Date: December 2017

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- Manage risk appropriately

## Program Management
- Ensure program performance against funding and service agreements, with an emphasis on excellent client engagement, response to client feedback and compliance with relevant service & program standards
- Develop and implement strategic plans and risk assessments and oversee the development of action and operational plans for all programs operating within the region
- Identify and expand creative and innovative program responses, partnership and funding opportunities for new and existing programs in the region
- Support communities to be appropriately prepared for disasters, and ensure that Red Cross has relevant response and recovery capacity.
- Develop and maintain a suitable communication strategy to ensure teams are fully aware of the intent and direction of programs and KPI's from the local and national perspectiveIn collaboration with the Leadership Team NT, identify, develop and implement business plans as required and oversee the development of action and operational plans in line with Red Cross strategy and relevant annual plans.

## Community engagement and representation
- Consult and establish relationships with Aboriginal communities and organizations to ensure the development and implementation of programs appropriately meets communities' aspirations and requirements in sustainable ways.
- Represent Red Cross as a stakeholder and/or member of the community and participate in Regional Committees ensuring the reputation of Red Cross is maintained at the highest level.
- Build professional relationships with internal and external stakeholders that facilitate the delivery of organisational objectives.

## Financial management
- In conjunction with the Finance and Fund Raising Departments, develop budgets for new services and programs including as part of funding applications.
- Manage the allocated regional budget ensuring cost and revenues are maintained in accordance with the approved budget and organizational guidelines.
- Identify and secure new funding and partnership opportunities.
- Ensure appropriate risk assessments and risk management plans are implemented within all programs.

## Human Resource Management
- Recruit to and manage staff in the region in conjunction with the Human Resources Department and in accordance with organisational policies. Develop and implement ongoing training and support mechanisms for staff and volunteers.
- Promote a proactive approach to the management of WHS within the region.
- Develop and implement ongoing strategies to recruit and retain adequate numbers of volunteers for the region.
- Ensure all payroll leave requests and timekeepers are submitted and approved within established timeframes.
- Ensure PD@RC are completed for direct reports with clear development opportunities.

## Community Fundraising
- Manage Regional Fundraising & Communications activities.
- Proactively identify fundraising and corporate sponsorship opportunities.

### Qualifications/Licenses

- Tertiary qualifications in Community/International development, social sciences, human services, or a related field or equivalent experience.
- Current NT driver's license or be able to obtain one.
- Willing to undertake a Police Check clearance prior to commencement and every five years thereafter.
- An NT Ochre Card (Working with Children Card) is mandatory for this role.

### Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **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 | Managing change |** Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.
- **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 | Innovating and improving |** Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

## ■ 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