

## POSITION DESCRIPTION – **MANAGER**

Position Title	Operations Team Leader, Justice Programs	Department	Community Programs
Location	Darwin	Direct/Indirect Reports	10+
Reports to	Regional & Emergency Services Manager	Date Revised	Sep 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0022943

### ■ Sub-Delegation

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 Summary

The Operations Team Leader, Justice Programs, NT provides oversight and support for justice programs (both youth and adult) and engagement activities across the Northern Territory. This role will lead the development and implementation of the NT Justice strategy ensuring strategic alignment, quality of programs, and evaluation frameworks. Additionally, the role holds responsibility for supporting multiple independent and geographically dispersed teams, including both internally and externally funded programs across all regions of the NT. This position will drive new justice initiatives and provide strong advocacy with both youth and adult justice matters and work with Government and other external agencies to build strategic collaborations across the NT.

This Team Leader will be a strong communicator, confident in leading diverse teams, and highly skilled in program design, quality support and monitoring, project management and evaluation development.

### ■ Position Responsibilities

#### Key Responsibilities

- Work with the Justice Teams and Regional Managers with the development and implementation of the NT Justice Strategy, ensuring strategic alignment with the justice pillar of all new and existing programs and evaluation frameworks
- Provide on ground support and supervision to justice programs and staff
- Ensure quality support and controls are provided and implemented in the design and implementation of all justice programs
- Lead the design and evolution of programs including evaluation development, supporting teams to achieve their goals and report on their contribution to Red Cross strategic outcomes
- Grow new initiatives and work with the justice teams to support the needs of those facing the justice system in the NT
- Engage with internal and external stakeholders to promote and support greater collaboration between organisations and services in the best interests of those impacted by the justice system.

- Contribute to action learning, data collection, monitoring, analysis and continuous improvement of justice programs
- Maintain current knowledge of the justice sector including key policy issues that impact service delivery
- Utilise the Red Cross Performance Review & Development system to ensure that all staff have a development plan in place and that performance is regularly monitored
- Ensure budgets are met by achieving set revenue targets, and managing controllable costs/expenses

## ■ Position Selection Criteria

### Technical Competencies

- Experience leading geographically dispersed individuals, groups and teams
- Experience leading the design and execution of justice programs and strategies
- Experience applying project management frameworks that support diverse teams to deliver outcomes against agreed objectives
- Excellent networking and relationship building skills, with both internal and external audiences, including supporting and nurturing individuals and teams
- High-level understanding, experience and comfort delivering projects in dynamic and emerging fields
- High-level experience of the NT justice sector and challenges facing people in the justice system
- A working knowledge of MS office and some database management experience

### Qualifications/Licenses

- Relevant tertiary qualifications, skills and/or experience in humanities, social work, design thinking, social impact, business, project management or related fields
- A Working with Children check is a mandatory requirement 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.
- **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.
- **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 change** | Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.
- **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