

POSITION DESCRIPTION – TEAM LEADER

Position Title	Regional Operations Manager	Department	Regional Services
Location	Narooma	Direct/Indirect Reports	8 + volunteers
Reports to	Regional Manager	Date Revised	June 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	

■ 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

This senior role reports to the Regional Manager for the operational management of the far south coast to meet the emerging and changing needs of the region and programs operating from the area, including our Place Based work with Aboriginal and Torres Strait Islander communities, and the bushfire recovery program.

The role will represent Red Cross across the region, build and maintain strong partnerships and relationships with key local stakeholders within local Government, service and community groups, and identify business growth and improvement opportunities to enable the business to scale and adapt aligned with Red Cross strategy.

On a day to day basis the role will manage and support regional staff, volunteers and members, ensure our approach is community driven and underpinned by quality evidence based practice, and oversight of all administrative and business enabling activities.

■ Position Responsibilities

Key Responsibilities

- Provide quality support, supervision and development to staff in order to achieve both program and organisational outcomes, ensuring quality work is delivered within relevant timeframes and budget.
- Ensure that all staff have a Performance Review and Development plan in place with performance regularly monitored
- In partnership with the Regional Manager and Regional Administration Officer, ensure effective operational management of the region, ensuring compliance with all Red Cross policies including Work Health and Safety and management of risk.
- Support the development and management of budgets, managing Red Connect finance system and credit card processes for all team expenses ensuring a high level of compliance with all finance procedures.
- Engage and provide support to volunteers and members ensuring they are connected to our work.

- Working with the State Recovery Lead provide staff with skills to support and deliver community led support.
- Map existing networks, services being delivered, emerging trends, issues in the community and understand and navigate these in the context of regional and state level plans and priorities.
- Monitor and evaluate program outcomes, ensuring client voice is central to the process. Utilise Program Management Cycle tools and processes to ensure a culture of continuous reflection and improvement across the team.
- Provide accurate and high quality monthly, quarterly and annual reports for Red Cross Board and funders.

■ Position Selection Criteria

Technical Competencies

- High level communication and interpersonal skills, with the ability to liaise and collaborate with a diverse cross section of stakeholders.
- Experience in identifying and managing operational, reputational and financial risk and achieving corporate consistency and compliance.
- Demonstrated experience in planning, coordinating and delivering projects to achieve outcomes, within in a human services environment.
- Demonstrated experience in managing financial processes and procedures with an emphasis toward budget development, transactional finance and managing contractual obligations.
- Senior ability to analyse complex problems, with a capacity to develop integrated persons and community-focused/driven solutions.
- Experience in scoping, developing and writing small funding applications.
- Senior level experience in management of a multi disciplinary team and demonstrated ability to work autonomously.
- Practical experience in people management, with emphasis in building capability within teams including supporting training initiatives and change processes in the workplace.
- High level computer literacy in a variety of software packages
- High level of initiative and attention to detail.
- Understanding of the principles of community development and consumer/community directed program delivery and development.

Qualifications/Licenses

- Tertiary qualifications in Community Services or related field is desirable.
- Extensive knowledge of/experience managing teams in not for profit/human service sector, ideally with a community development focus.
- Current Drivers licence
- Working with Children Check 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.
- **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 | 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.
- **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