

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Project Officer	Department	Community Programs
Location	Mid North	Direct/Indirect Reports	Nil
Reports to	Regional Manager	Date Revised	October 2018
Industrial Instrument	SA Enterprise Bargaining Agreement		
Job Grade	Job Grade 3		

■ Position Summary

Red Cross is actively progressing its Strategy 2020 agenda to clearly focus efforts over the coming years to make a real and lasting difference in the lives of some of the most vulnerable people in our communities.

In line with this an extensive co-design project was undertaken to design new solutions for people living with mental health concerns. The **'My Team'** and **'Common Places'** concepts aim to provide psychosocial support to people living with mental health concerns or are somewhat socially excluded within the community.

The concepts are aimed at providing the right kinds of support at the right time; influencing the service system to meet the needs of consumers; and activating communities to help people thrive. The Co-Design Implementation Project Officer will be responsible for supporting the administration and planning of the implementation of the 'My Team' and 'Common Places' concepts.

This role will be responsible for ensuring that project deliverables are achieved in line with agreed timelines and will coordinate monitoring, evaluation and reporting. The Project Officer will work closely with Personal Helpers and Mentors Staff, local stakeholders, community service agencies and participants with lived experience throughout the project to assist in a successful roll out.

■ Position Responsibilities

Key Responsibilities

Program Development

- Support the development and implementation of the concepts at site level in collaboration with internal and external stakeholders
- Foster a consumer centred care approach to supporting vulnerable people experiencing mental health concerns
- Establish and maintain strong community networks
- Maintain a sound knowledge of local psychosocial, mental health and community services
- Contribute to a positive, innovative and inclusive workplace culture and participate in program review processes and celebrations
- Implement effective communication and engagement strategies with internal and external stakeholders including the Personal Helpers and Mentors Staff, participants and community service providers working with target groups and importantly people living with mental health concerns

Operational Requirements

- Provide regular and timely reports and data collection as required

- Ensure the program operates in line with Red Cross policies, procedures record keeping and risk management policy framework
- Ensure that the program operates within budget, under supervision of line manager
- Participate in regular and ongoing supervision and critical debriefing where appropriate
- Maintain the security and confidentiality of client information
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client, employee, volunteer and management issues, grievances and complaints

■ Position Selection Criteria

Technical Competencies

(These are the specialist skills required for the role. Below are examples only)

- Strong project management skills including an ability to use agile approaches to project management
- Demonstrated experience in community engagement and community development, including negotiating partnerships and collaboration
- Strong understanding of mental health concerns and ability to work in a consumer-centred way
- Demonstrated highly developed organisational, time management skills, record management and general office administration skills including ability to exercise initiative, discretion and judgement and work independently and collaboratively
- Highly developed communication and interpersonal skills including effective empathy, listening and communications skills that are transferable to people from a wide range of backgrounds
- Knowledge of and experience in working within Aboriginal and Torres Strait Island and culturally and linguistically diverse people and communities
- Proficiency in MS Office and experience using databases

Qualifications/Licenses

- Essential - Minimum Cert IV in Mental Health, Community Services or other transferable qualification
- Desirable - Tertiary qualifications in social work, community development or a related field
- Current relevant state or territory drivers licence

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.
- **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.
- **Team effectiveness | Managing change |** Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **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 3 years thereafter. Police check renewals may be required earlier than 3 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