

POSITION DESCRIPTION – TEAM LEADER

Position Title	Senior Project Officer	Department	Migration Support Programs
Location	Flexible	Direct/Indirect Reports	Up to 7 indirect reports
Reports to	MSP Regional Manager	Date Revised	Nov 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0026365

■ 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 Senior Project Officer is responsible for coordinating a range of project activities that support MSP program teams to deliver Client Outcomes that meet Contractual requirements. The incumbent will be required to work closely with staff across the MSP program at local, regional and national level. The role is required to provide strategic leadership, reflect the client and community voice in decision making, developing innovative models of working, building an evidence base of impact and ensuring a strong external focus. The role is be required to develop policies and procedures, delivery of on boarding and training support and support in the acquisition of a other resources required for the project. In addition, the role will be responsible for management and achievement of outcomes relating to the KPIs for the project.

■ Position Responsibilities

Key Responsibilities

- Responsible for achieving the deliverables against the project management plan, including timelines and key outcomes ensuring effectively working arrangements between internal and external stakeholders.
- Develop operational policies and procedures for the MSP program that meet contractual obligations, relevant legislation and client lead best practice
- Develop and model a culture of collaboration, respect and high client service standards within the team
- Develop operational policies and procedures in line with the project
- Develop and deliver training and related materials to build capability of Red Cross staff and volunteers
- The development place-based plans to monitor and managed project risks
- Support the recruitment of operational positions as required
- Provide content for management reports.
- Travel is a requirement of the role

■ Position Selection Criteria

Technical Competencies

- Proven highly developed organisational and time management skills
- Excellent records management and general office administration
- Proficiency in MS Office or similar software and experience using databases
- Technical and practical knowledge and expertise in project management
- Proven Skills in drafting operation documents
- Proven ability to build the capacity of people and teams
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders
- Excellent verbal and written communication and interpersonal skills including negotiation, mediation, conflict resolution, report writing skills
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team
- Knowledge of project specific content and systems
- Sound understanding of Settlement in the Australian context

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role
- A current drivers licence
- Tertiary qualifications relevant to the project

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 | 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.
- **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.