



the
power of
humanity



Volunteer role description

Operations Officer Volunteer - NT

Department	Emergency Services
Availability	Operations Officer Volunteer will need to be available for training in the role during working hours to be negotiated. During an emergency staff and volunteers work during and outside standard business hours. Deployments during emergencies can involve travel and nights away from home, including to other states/territories
Location	Red Cross Office, Casuarina

Building an inclusive, diverse, and active humanitarian movement based on voluntary service

Role purpose

The Red Cross Operations Officer works with the Commander and Incident Management Team (IMT) to ensure that Red Cross response and recovery activities in an emergency operation are effectively implemented based on strategic objectives and plans, with risks managed.

The Operations Officer coordinates and acts as a contact point into the IMT for all field teams during the emergency operation. The Operations Officer (and team, depending on the size of the event) manages implementation of the plan and the provided resources and ensure that activities are conducted effectively and efficiently.

Role responsibilities (with the support and formal training of the Emergency Services Team)

- Operations will implement strategies outlined in the incident action plan (set by the Red Cross Commander and IMT)
 - Optimise the utilisation of allocated Red Cross resources (human and physical) to efficiently and effectively undertake the emergency operation
- Proactively report situational changes and operational information to the IMT to inform planning and decision making
- Collect information relating to resources utilised and services delivered during shifts, and share with the IMT to inform reporting and decision making (e.g. Daily Reports)
- Ensure the safety and wellbeing of all personnel within the operation, with an appropriate risk management plan
- Proactively identify new and emerging risks (political, economic, social, safety and environmental), ensuring they are effectively managed and/or communicated to the Commander and IMT as appropriate
- Liaise with the Safety Advisor and Workforce Wellbeing Advisor to ensure a safe working environment for all field personnel, in line with Red Cross WH&S
- Proactively provide advice and guidance to support direct reports (e.g. Field IMT members)
- Identify and help resolve conflicts within teams

Knowledge, skills and experience or interest in being trained in the following

- Emergency management, skills and experience - coordinating complex, geographically dispersed activities
 - Managing safety and wellbeing risks for complex, geographically dispersed activities
 - Team leadership and volunteer management
 - Experience making complex decisions in a fast-moving operational environment
 - Detailed understanding or interest in researching relevant state and territory disaster management and contractual arrangements, and the Red Cross role under those arrangements
 - Functional competency in MS Windows, MS Office, the internet
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Check requirements

- National Criminal History Check, renewed every three years (arranged by Red Cross)
 - Working with Children's Check
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Learning and development

- Completed Red Cross Psychological First Aid Training
 - Complete Red Cross Australasian Interservice Incident Management System (AIIMS) Training
 - Commitment to ongoing professional development for this role, particularly training
 - Relevant experience and/or qualifications in managing human and financial resources
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General conditions

We act always in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement

Humanity
Unity
Independence

Voluntary Service
Neutrality

Impartiality
Universality