

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Program Officer – Community Development	Department	Migration Support Programs
Location	Toowoomba, Queensland	Direct/Indirect Reports	n/a
Reports to	Senior Officer – Participation and Inclusion	Date Revised	October 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

• Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

• Position Summary

Working with people made vulnerable through migration is a key priority area for Red Cross in Australia and internationally. Australian Red Cross assist people who experience challenges in ensuring their dignity and wellbeing is respected and their physical and mental health needs are met, irrespective of their legal status, their background, or how they arrived in Australia. Red Cross has worked in this area for over 20 years.

We provide humanitarian assistance to migrants, asylum seekers, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. Red Cross operates from strength and community developed based model with the provision of case management and community development services to eligible clients across the various programs in accordance with Migration Support Programs (MSP) practice guidelines.

Red Cross has long standing expertise in coordinating, leading, implementing and supporting complex national programs that provide a range of effective and responsive services for migrants in needs, including complex case work/management support, facilitating linkages, referrals and connections with the Australian community, promoting social cohesion, reconnecting family members and undertaking individual and systemic advocacy on issues of humanitarian concern.

The Program Officer works closely with clients, client services teams, community groups, Red Cross branches, internal stakeholders and volunteers. The role includes consulting and working collaboratively with clients, communities and individuals from migrant, refugee and asylum seeker backgrounds. Additionally, the role involves executing projects and delivering information sessions and community education to clients, students, internal stakeholders and community groups.

• Position Responsibilities

Key Responsibilities

- Lead, make recommendations and contribute to projects as required
- Develop and maintain relationships with culturally and linguistically diverse communities in the Toowoomba region
- Initiate client consultation and inclusive participation to empower community in determining current and future needs

- Actively progress MSP's contribution to community development through involvement in internal and sector networks, events and project work
- Initiate and facilitate client information sessions, community education and outreach
- Develop strong networks and relationships and work collaboratively with community agencies and Red Cross staff and programs
- Represent Red Cross, including advocating and negotiating to improve client opportunities
- Contribute to the development of program policies and procedures and the ongoing evaluation of service delivery
- Actively participate in team activities, including meetings, workshops, supervision, team building activities and practice improvement meetings
- Work collaboratively with, participate in recruitment and provide supervision to volunteers as required
- Other general responsibilities within the scope of this role

Note: At times work may be undertaken out of business hours in response to service requirements

Intra and interstate travel maybe required at times

□ **Position Selection Criteria**

Technical Competencies

- Demonstrated cultural competence and experience working with migrants in transition
- Advanced project management skills and knowledge
- Experience working with and supervising volunteers
- Demonstrated capability in public speaking to deliver community education and information sessions to clients, students and other internal and external stakeholders
- Proven ability to effectively liaise, negotiate and maintain positive relationships with internal and external stakeholders
- Ability to work across multiple functions and manage priorities
- Capacity to work independently in a self directed manner and also as a member of a team
- Excellent computer skills (able to utilise Word, Excel, Outlook) and familiarity with database applications and the internet for research purposes and discipline in attending to detail

Qualifications/Licenses

- Relevant tertiary qualifications, skills and/or experience in Human Services, Community Development or Project Management disciplines
- Current Drivers license
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**
Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings
- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**

Asks the right questions to get information | Checks data for relevancy, accuracy and completeness
| Gathers data to diagnose a problem | Makes evidence-based decisions

- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**

Addresses current opportunities or challenges to improve efficiency and effectiveness | Monitors own performance to meet expectations | Evaluates processes to identify continuous improvement opportunities

- **ACHIEVE | Plan and Implement | Effectively scopes, plans and implement work activities**

Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plans, implements and monitors own work plan | effectively manages own time

- **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**

Establishes contact with others in response to specific needs | Builds relationships with external parties as required | Presents a point of view in a constructive and objective manner | Makes a strong positive personal impression on others

□ 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 Code of Conduct 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