

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Project Support Officer	Department	VIC Emergency Services
Location	North Melbourne	Direct/Indirect Reports	Nil
Reports to	Coordinator, Workforce Planning and Development	Date Revised	Jul 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No.	HRC0018949

■ Position Summary

This role will provide support to the day-to-day operations of our Workforce Planning and Development Team. The role also involves providing assistance with project-based work including volunteer recruitment, analysing data, developing project plans and supporting implementation.

■ Position Responsibilities

Key Responsibilities

- Using Recruitment Management System (PageUp), Volunteer Management System (Mavis), and Rostering Events Deployment System (REDS), maintain data to ensure a positive volunteer on boarding experience
- Respond to recruitment enquiries in timely manner
- Liaising with applicant and volunteer recruiters
- Support the Workforce Planning and Development team with data reporting
- Undertake project work as required including developing project and implementation plans
- With support from the Workforce Planning and Development team, lead the development of a file management system for PageUp and Volunteer on-boarding
- Develop guidelines and SOPs to ensure the transferability to other staff members
- Assist, where needed, with recruitment related research
- Supported by the Coordinator Workforce Planning and Development and Team, draft advertising text where needed.

■ Position Selection Criteria

Technical Competencies

- Strong attention to detail and flexibility to work on a range of tasks
- Experience in a HR or Recruitment Administration role (with experience using an online recruitment system would be preferred)
- Proven ability to work to deadlines (experience in managing projects would be valued)
- High level of communication skills including the ability to build effective relationships quickly
- Demonstrated experience in roles which have required initiative and self-direction
- Ability to handle confidential and sensitive information with appropriate discretion.

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.

■ 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