

## POSITION DESCRIPTION – **MANAGER**

Position Title	Head of International Humanitarian Programs	Department	International Programs
Location	North Melbourne	Direct/Indirect Reports	Up to 6
Reports to	Director, International & MR	Date Revised	Aug 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 8	<b>Job Evaluation No:</b>	HRC0020978

### ■ 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 Head of International Humanitarian Programs will lead and oversee program implementation with partners to support Asia Pacific communities prepare for and respond to natural disasters, conflicts, and other crises. In pursuit of our international strategy, the senior leadership role seeks to maximise the efficiency, effectiveness, and impact of our support to Red Cross Red Crescent partners, for enhance humanitarian outcomes.

The position will provide strategic and operational leadership in identifying the most appropriate modalities and mechanisms to ensure the collective work of the Red Cross Red Crescent reduces disaster risk, strengthens locally led humanitarian action and, when necessary, provides complementary and effective international assistance for disaster or crisis events, with a focus on the Asia Pacific region.

The role will also oversee the day to day operational relationships with Red Cross Red Crescent partners and relevant external stakeholders. This will involve the department's business development ambitions and maintain high level contractual relationships (internal and external) with key donors and partners.

The role is a critical member of the International Programs Leadership Group.

Extensive international and national travel will be necessary.

### ■ Position Responsibilities

#### Key Responsibilities

- Actively participate in the department Leadership Group, ensuring whole of department effectiveness and efficiency; and a culture that promotes ethical practices, humanitarian focus, and integrity
- Lead Australian Red Cross direct international program delivery and implementation support to Asia Pacific partners across the disaster risk management cycle, including to international disasters and crises
- Oversee the development of initiatives that build on the institutional strength and capacity of partners to deliver enhance humanitarian services within their own context
- Drive and introduce improvements with partners for locally led humanitarian program delivery with a focus on enhancing collective impact and operational excellence
- Oversee the development of respectful, long term strategic relationships with national societies, the IFRC and ICRC that support effective humanitarian program delivery

- In collaboration with the department Leadership Group, assist in the development of business strategies and annual operating plans that supports the department's long term strategy
- Ensure program delivery adheres to all statutory, contractual and best practice obligations and requirements, including ensuring child protection, gender, disability and other cross cutting issues are included appropriately
- Support the department to influence critical stakeholders by contributing to strengthening Australian Red Cross' evidence base, operational research agenda and ability to comment on issues of strategic relevance
- Represent Australian Red Cross in Red Cross Red Crescent Movement and external forums, including working groups and ensuring lessons learned are integrated into Australian Red Cross practice
- Contribute to and / or lead key business development initiatives, including nurturing and growing existing and new relationships with donors and partners
- Build and maintain strong relationships across Australian Red Cross, including with Emergency Services, Engagement and Support, Migration, and International Humanitarian Law
- Lead and support teams through periods of transition/change, including managing the operational transition to a new operating model
- Coach, mentor and develop direct reports in order to achieve partnership, programming and both financial and non-financial outcomes
- Build and maintain a safe and open culture where staff, aid workers and volunteers are supported to actively engage in constructive debate and discussion.

## ■ Position Selection Criteria

### Technical Competencies

- Extensive knowledge and senior management experience in international aid and development, including field experience and understanding of humanitarian issues and challenges, including emerging technologies and disruptive change
- Extensive experience operating in the global humanitarian context including experience with Red Cross/Red Crescent Movement; UN agencies; and/or International NGOs in emergency settings
- Proven leadership and management competence including program design, implementation, monitoring, evaluation, stakeholder engagement and reporting preferably within international and disaster contexts
- Experience of successful and collaborative relationship building, both internally and externally, to deliver on strategic priorities
- Demonstrated capacity to achieve positive outcomes though working with implementing partners – civil society organisations, federated memberships, networks and other stakeholders
- Excellent communication skills and experience including establishing and maintaining inter-personal relationships, negotiation and influencing, cross cultural sensitivity, presentation, public speaking, networking and writing skills
- Ability to work creatively and resourcefully within tight timeframes to deliver quality and pragmatic solutions to complex challenges
- Proven experience in resource mobilisation, from concept and design through to implementation
- Proven financial and budget management skills.

### Qualifications/Licenses

- Relevant tertiary qualifications, skills and/or experience in aid and development, humanitarian sector or relevant area (post graduate qualifications preferred)

- Business qualifications (desirable)
- A Working with Children check is a mandatory requirement for this role.

## 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 | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **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.
- **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.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

## ■ 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