



## POSITION DESCRIPTION – TEAM MEMBER

|                       |                                       |                         |                       |
|-----------------------|---------------------------------------|-------------------------|-----------------------|
| Position Title        | Project Support Officer               | Department              | WA Emergency Services |
| Location              | East Perth and Geraldton WA           | Direct/Indirect Reports | nil                   |
| Reports to            | Team Leader - Resilience and Recovery | Date Revised            | August 2021           |
| Industrial Instrument | WA Enterprise Agreement               |                         |                       |
| Job Grade             | Job Grade 3                           | Job Evaluation No:      | HRC0043459            |

*Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.*

### ■ Position Summary

This role is ideal for a highly accomplished administrative all-rounder seeking variety, pace and the challenge of supporting communities recovering from the Tropical Cyclone Seroja. The position will support the planning, coordination and management of a range of preparedness and recovery initiatives across the Midwest. The role requires a self-motivated and proactive person, able to manage own time effectively with strong attention to detail and quality.

In addition the Project Support Officer will be responsible for ongoing maintenance and retention initiatives for Emergency Services Volunteers including organising training courses. Events management experience will be highly regarded.

### ■ Position Responsibilities

#### Key Responsibilities

- Coordinate workshops and courses; develop promotional documents; build participant invitation lists; ensuring venues, trainers and catering are booked, invoices are processed; and resources are ready for each workshop/course.
- Various office administrative tasks, including raising invoices and purchase orders, processing reimbursements, resource management, booking flights and accommodation, and other duties when required.
- Liaise with key stakeholders including local Government, emergency services agencies and community groups in the delivery of preparedness and recovery workshops and training to target groups
- Implement effective engagement, support and communication strategies for emergency services volunteers supporting recovery and resilience work in the Midwest region.
- Work with Team Leaders and volunteer trainers in supporting volunteer development, recruitment, training and retention
- Work closely with the Recovery Project Officers to deliver a broad range of recovery and preparedness activities in the Midwest region.

## ■ Position Selection Criteria

### Technical Competencies

- High level problem solving and analytical skills including the ability to effectively deal with issues
- Proven experience working with volunteers
- Capacity to work independently and adaptively within a demanding, changeable and unpredictable environment
- Proven highly developed organisational and time management skills
- Excellent records management knowledge, finance and general office administration skills.
- Demonstrated advance computer skills including ability to use Word, advanced Excel, spreadsheets and Outlook and ability to create newsletters and promotional materials
- Events management experience highly regarded.

### Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role
- Current Drivers Licence

### Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **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.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

## ■ 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