

## POSITION DESCRIPTION – TEAM LEADER

Position Title	Coordinator - Community Resilience	Department	Emergency Services
Location	Adelaide	Direct/Indirect Reports	Staff: 3-5 Volunteers: 50+
Reports to	State Manager, Emergency Services	Date Revised	August 2020
Industrial Instrument	SA Enterprise Bargaining Agreement		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0021655

### ■ 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 Coordinator, Community Resilience will work with the State Manager, Emergency Services in leading Red Cross' Emergency Services strategic resilience projects and partnership development in South Australia.

The leadership role will be responsible for leading project work focused on community-based resilience building programs and activities to reduce the impacts of emergency events.

The role will develop and strengthen partnerships between Red Cross and relevant government, non-government and community partners to create and deliver evidence-based models of emergency services and programs in South Australia.

### ■ Position Responsibilities

#### Key Responsibilities

- Management of Red Cross' strategic resilience projects, including driving best practice project design, implementation, evaluation and reporting
- Seek out new partnership opportunities, develop project proposals and funding applications to improve and expand services in line with the Red Cross strategic direction and SA State Plan
- Represent Red Cross at local and state level committees and meetings as required with a focus on advocating for vulnerable people and communities
- Ensure that Red Cross is providing effective and appropriate resilience advice and information to communities, partners and vulnerable people and implement effective ways to monitor and evaluate program outcomes
- Play an active role on national working groups and contribute to the national emergency services strategic planning and program development
- Coach, lead and develop team members to achieve targets against Red Cross strategy and SA State Plan and strategic project deliverables

- Utilise the Red Cross Performance Review & Development framework to ensure that all staff have a development plan in place and that performance is regularly monitored
- Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety
- Foster an inclusive culture committed to supporting and developing volunteers
- Ensure budgets are met by achieving set revenue targets, and managing controllable costs/expenses
- Prepare regular reports against strategy and project/contract deliverables
- Act in emergency response leadership roles as requested by the State Manager, Emergency Services.
- In collaboration with the State Manager, Emergency Services drive new initiatives that support Red Cross to be a climate smart organisation
- Work with and support staff and volunteers to ensure that Red Cross is well represented in the emergency management sector across South Australia and that Red Cross maximises opportunities to participate in and influence local and regional emergency management planning.

## ■ Position Selection Criteria

### Technical Competencies

- Understanding of, and experience in, community resilience and/or development initiatives
- Understanding of, and experience in, emergency management, Human Centred Design and Agile project management methodology (desirable)
- Demonstrable experience in simultaneously managing multiple complex projects and relationships with a range of stakeholders
- Experience leading and coaching staff members and volunteers, and driving the ongoing development of positive team culture
- Excellent interpersonal skills with ability to build and maintain strong relationships at all levels both internal and external to Red Cross
- Highly developed oral and written communication skills, including presentation and media liaison.

### Qualifications/Licenses

- Current SA Drivers License or equivalent
- Relevant tertiary qualifications, skills and/or experience in Emergency Management, Social Sciences, Community Development or a related field
- A Working with Children Check is a mandatory requirement for this role.

### Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **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 | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.

- **Organisational effectiveness | Thinking strategically |** Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.
- **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.

## ■ 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.