

#### Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.



#### Our purpose

Bringing people ad communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

At Australian Red Cross we:

* Adhere to the 7 fundamental principles of Red Cross
* Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
* Are committed to protecting the rights of all people, particularly those who may be experiencing vulnerability. We want the people we work with to feel safe, be safe and free from abuse of any kind. We are a child safe organisation. We have zero tolerance for child abuse. We value, respect, and listen to children and are committed to supporting child safety and wellbeing in our work
* Demonstrate skill, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
* Are committed to building a culture informed and characterised by the principles of diversity, equity, inclusion, and belonging. Australian Red Cross people are supported to understand and embed these principles into their leadership of self, others, teams, and workflow

                

<https://www.redcross.org.au/>

#### Our Values

#### Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

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| Position Title | **Recovery Officer** | Department | Emergency Services |
| Location | Various | Direct/Indirect Reports | No Reports |
| Reports to | Team Leader, Recovery | Date Revised | April 2022 |
| Industrial Award | Social, Community, Home Care and Disability Services Industry  |
| Award Level | 4 | Red Cross Job Grade | 4 |
| Job Level | Team Member | Job Evaluation No: | HRC |
| Special Measures |  |

Position Description

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| **Position Summary** |
| The Recovery Officer will be embedded in the local government area to identify and collaborate with local stakeholders, networks, and key vulnerable groups. The Recovery Officer, will have a strong focus on community engagement, implementing sustainable and effective community disaster recovery and preparedness initiatives aimed to increase community capacity to support a strong, positive recovery and to better prepare for future disaster events. This role requires a motivated and proactive person who has community engagement experience, excellent networking, and time management skills. Also important for this role are excellent facilitation and training skills and an ability to operate in complex and changing environment. |

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| **Position Duties** |
| **Key responsibilities/accountabilities*** Actively engage with local community groups, agencies, organisations and local government to understand need, seek ways to support recovery communication, community connection and ensure connection between local volunteers and Red Cross programs
* Provide recovery guidance, support and advice to community groups, local organisations and local council on best practice recovery and preparedness initiatives as well as linking the community to the right recovery resources, external advice, and information
* Deliver psychosocial support, recovery, and preparedness education, training, and workshops to support community members
* Provide training, development and support to local volunteers ensuring our ongoing capacity to provide preparedness, response, recovery, and psychosocial support to the community
* Deliver locally appropriate psychosocial support, recovery, and preparedness initiatives and support at community events and anniversaries where needed
* Conduct needs assessments to ensure recovery activities are meeting the needs of affected communities
* Monitor and record program deliverables and outcomes in order for the program to be effectively evaluated
* Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy
* In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints Coordinate and implement a range of relevant, high quality, contemporary National frameworks, resources, and materials to drive best practice across service delivery and workforce management

**Key relationships*** State/territory Emergency Services Operations and Capacity Development teams
* National Emergency Services team
* Local regional office staff
* Local volunteers and members
* Local government
* Local community services and emergency management agencies
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| **Person Requirements** |
| **Key Behavioural and Technical Capabilities*** Highly developed understanding and experience in community development and/or emergency management, disaster recovery experience is desirable but not essential
* Demonstrated experience in program management, including design, analysis and implementation of projects within a multi site environment
* Demonstrated understanding of community development and community engagement strategies
* Excellent public speaking, facilitation, training, and presentation skills
* Ability to work effectively as part of a team and within a matrix management structure
* Demonstrated ability to engage with and influence internal and external stakeholders at various levels
* Well developed analytical, problem solving and decision-making abilities
* Communication interpersonal skills, both written and oral
* Proficiency in MS Office, excellent administration and program recording skills

**Experience*** Demonstrated experience in community development and/community engagement the community or emergency management sector.
* Facilitation and training skills highly desired

**Qualifications*** Relevant tertiary qualifications, and/or experience in the community or emergency sector.
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| **Wellbeing, Health and Safety** |
| It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a ‘safety mindset’ into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.* Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
* Comply with the Work Health and Safety management system
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| **Key Job Requirements** |
| Licenses/compliance screeningScreening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

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| A clearance to work with children  | Yes |
| Driver’s License  | Yes |
| Police check  | Yes - every 3 years |
| Evidence of up to date\* vaccination against COVID-19  | Yes |

***A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.****\*As per latest definitions by the Australian Technical Advisory Group on Immunisation (ATAGI), or who have a medical exemption based on ATAGI guidelines* |