

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Health & Well Being Officer	Department	Services
Location	Adelaide	Direct/Indirect Reports	volunteers
Reports to	Coordinator Community Justice Programs	Date Revised	May 2017

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level have a small number of people reporting to them on a day to day basis

■ Position Summary

The primary focus of this position is to coordinate the daily operational requirements and the administration of the Police Call Outs Service. The position will also lead and coordinate volunteers to ensure that the programs can efficiently and positively provide the relevant services to clients. This role will ensure that programs and training are integrated across the teams, meets program quality standards and takes up of new development opportunities. This role will also assist with the delivery of health, education, wellbeing and psychological support programs and activities.

■ Position Responsibilities

Key Responsibilities

- Identify and act on opportunities for innovation and service development in the areas of peer based training and education
- Maintain strong relationships and linkages with relevant industry groups, service providers and stakeholders
- Coordinate the operational aspects of the program, incl maintaining training resources and equipment
- Responsible for the recruitment, training, induction and coordination of volunteers
- Contribute to the delivery of the Health and Wellbeing programs such as Workin' It Out To Step Out, FoodREDI and Save-A-Mate.
- Deliver courses and programs in a range of settings
- Ensure accurate records for data collection and measurement
- Produce various written reports where required, including regular monthly reports
- Provide project support and assistance to the Coordinator
- Monitor and ensure expenditure of funds remains within the set budget
- Attend and chair meetings
- Stay abreast of key developments in the sector including relevant research and publications produced on areas of relevance
- Work with the Coordinator to align program deliverables with the strategic directions for Red Cross services
- Some out of hours work will be required

■ Position Selection Criteria

Technical Competencies

- Ability to communicate effectively with a diverse range of people, including external stakeholders, service providers and young people from varying cultural and linguistically diverse backgrounds
- Ability to develop positive relationships and relate to a range of people at all levels including funding bodies, volunteers, staff, schools, students and government departments
- Ability to exercise initiative, discretion and judgment in working both independently and as part of a team
- Ability to be self-directed with high organizational and planning skills, with a demonstrated ability to prioritise a demanding workload
- Sound computer skills, intermediate word processing skills, spreadsheet and database use skills
- Knowledge and understanding of a harm minimisation approach in relation to alcohol and other drug use and mental health
- Demonstrated understanding of government and not-for-profit sectors and drug and alcohol related issues affecting young people
- Demonstrated knowledge of community development principles and practices

Qualifications/Licenses

- Skills and / or experience in business administration, community services or related fields
- A current SA drivers license or equivalent
- Be trained in Save-A-Mate and FoodREDI or be willing to undertake training
- DCSI child-related Clearance

Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**
Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings
- **ACHIEVE | Change, Adapt and Innovate | Improves processes or programs through demonstrating flexibility and innovation**
Accepts new ideas and change initiatives | Works to support the implementation of change locally | Understands how change impacts open role and adjusts activity accordingly | Adjusts to change positively | adapts work style to suit change circumstances
- **ACHIEVE | Plan and Implement | Effectively scopes, plans and implement work activities**
Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plans, implements and monitors own work plan | effectively manages own time
- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**
Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support

■ 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 Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter

- 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