

POSITION DESCRIPTION - Team Member

Position Title	Humanitarian Observer	Department	Migration Support Programs
Location	VIC/NSW/QLD/NT/WA: nationally reporting	Direct/Indirect Reports	At least 3 Volunteer Humanitarian Observers
Reports to	IDMP Coordinator	Date Revised	October 2019
Industrial Instrument	Choose an item.	Job Grade	Job Grade 4

■ Position Level Descriptor

An individual at Team Member level is accountable for their own performance and contributes to team performance. People at Team Member level do not have any people reporting to them on a day to day basis.

■ Position Summary

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants, people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. The focus of our work is to prevent and reduce the vulnerability of migrants, to protect them against abuses, exploitation and denial of their rights, and to facilitate opportunities to build on their strengths, and contribute to their communities.

Red Cross is responsive to the changing context and needs of migrants, and integrated in service delivery, activation and influence. We are connected locally, nationally and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses and government sectors. Migration Support Programs operates within an ongoing, adaptable model to ensure relevance and impact. Key to our work is the integration of human centred design principles along with locally sourced insights.

Red Cross conducts Immigration Detention Monitoring activities to promote a protective environment for people held in immigration detention by undertaking visits to facilities throughout Australia and offshore. Red Cross' access to detention facilities is governed by a Memorandum of Understanding (MOU) with the Department of Home Affairs. The memorandum also outlines formal communication and advocacy arrangements with Home Affairs. Red Cross humanitarian diplomacy aims to promote respect for fundamental humanitarian needs, and adherence to relevant domestic and international standards governing detention.

Humanitarian Observers are expected to undertake high level representation with senior Department of Immigration officials in order to advocate on humanitarian issues of concern. They are also expected to function as leader within their state offices regarding issues relevant to immigration detention.

■ Position Responsibilities

Key Responsibilities, Duties and Workload

- Engage with people in immigration detention (individually and in groups), Department of Home Affairs, Australian Border Force and Detention Service Provider staff to monitor and assess conditions of detention and identify key issues which impact on treatment, health and welfare.
- Document, analyse, prioritise and report (internally and externally) on Red Cross observations and information regarding conditions and treatment, and assess against humanitarian needs, evidence and standards governing detention.
- Manage individual case files and record of visits through the Family Links Answers (FLA) database.
- Establish and maintain high level dialogue with detention authorities, detention service providers and leaders in the sector.
- Respond to detention related queries from people in detention and the community in-between visits
- Contribute to program development, policy review and the development and updating of monitoring standards and MSP advocacy submissions and initiatives as required
- Provide support and leadership/expertise to local MSP teams and State/Territory based Red Cross staff with regards to migration related issues from a Movement and protection perspective, in particular with regards to Policy on Migration, Humanitarian Diplomacy, especially as it relates to higher level advocacy.
- Support escalated individual and systemic advocacy at the national level and take a lead in developing and progressing in depth research projects on particular issues of humanitarian concern as required, ensuring advocacy is based on facts, evidence and Red Cross positions and standards.
- Recruit, induct and train highly skilled volunteer Humanitarian Observers and maintain appropriate administrative protocols for volunteer records.
- Act as line manager for volunteer Humanitarian Observers by providing structured visit briefing and debriefing as well as on-site and office based supervision, and overseeing volunteer capability and development building, including regular updating of Capability Profiles and Development Plans for each volunteer.

■ Position Selection Criteria

Technical Competencies

- Capacity to act as visit team leader for team members and volunteers during detention monitoring visits
- Demonstrated capacities to recruit, train, supervise and lead others in a demanding and complex environment.
- Strong observation and analytical skills with a proven capacity to develop evidence based advocacy/humanitarian diplomacy strategies.
- High level interpersonal, communication and negotiation skills; ability to work constructively and strategically with authorities at a senior level drawing on Humanitarian Diplomacy tools and actions.
- High level written skills and demonstrated ability to prepare timely, clear and concise official reports to authorities, and related correspondence.
- Proven experience in operating within a confidential and politically sensitive service environment and managing highly sensitive and confidential material.
- Experience in the provision of casework, information, assessment and referral services.
- Demonstrated skills and experience engaging with people who have experienced grief, loss, torture, trauma and/or post-traumatic stress.
- Proven ability to work across multiple functions and collaborate effectively with a range of functions internal and external stakeholders
- Demonstrated cultural competence and the ability to work with people from diverse backgrounds.

- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team.

Qualifications/Licenses

Essential

- Relevant tertiary qualification in social sciences, legal or human services and/or significant experience in the provision of casework services in the health or community sector.
- Ability to travel to conduct monitoring visits for up to 1 week duration.
- Current Drivers licence.

Desirable

- Experience in humanitarian monitoring and /or casework advocacy, particularly with asylum seekers, immigration detainees or incarcerated persons.
- Experience working in a similar position internationally
- Previous experience in managing volunteers and developing training materials.

Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct

- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**

Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions

- **LEAD | Being Strategic | Identifies optimum strategic responses in a changing environment**

Aligns own work activities to Red Cross strategic goals | Ensures short term goals and objectives are achieved

- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**

Demonstrates an understanding of the work of the domestic and international elements of the organisation | Understands and works within levels of authority and delegation | Understands and implements the policies and procedures of Red Cross | Understands the origins of the Movement and basic principles of International Humanitarian Law

- **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**

Establishes contact with others in response to specific needs | Builds relationships with external parties as required | Presents a point of view in a constructive and objective manner | Makes a strong positive personal impression on others

□ 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 Code of Conduct and Child Protection Code of Conduct
- Comply with the Work Health and Safety management system
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- 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