

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Peaceful Pathways Project Coordinator	Department	Migration Support Programs
Location	Hobart or Launceston, Tasmania	Direct/Indirect Reports	Up to 25 volunteers
Reports to	Migration & Emergency Services Lead	Date Revised	Mar 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0034202

■ 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

This is a unique opportunity to support refugee and CALD communities to build their capacity to explore and practice ways of dealing positively with conflict using non-violent methods, build confidence and build strong social networks.

The *Peaceful Pathways* Project, in partnership with the Tasmanian Community Fund, will train community members to facilitate Alternatives to Violence Project (AVP) training in their own communities and the broader Tasmanian community.

Reporting to the Migration & Emergency Services Lead, the Project Coordinator will facilitate the Peaceful Pathways Project to ensure high quality service delivery that achieves sustainable outcomes for clients and communities. The Coordinator will provide expert advice and sound decision-making in managing the day to day operations of the Peaceful Pathways Project.

This project is in its final year, so efforts will be focussed on building the project's sustainability in the Tasmanian community with volunteer facilitators as well as other stakeholders.

The role requires skill in effective staff management and personnel practices, as well as high level ethical and professional conduct in accordance with Red Cross policies and procedures.

■ Position Responsibilities

Key Responsibilities

- Plan and coordinate AVP workshops in collaboration with community members that are reflective of the needs and aspirations of the community and be responsible for leading a high performing results-driven team that consistently demonstrates excellence in professional service delivery
- Provide high quality supervision and leadership to support volunteers engaged in the Peaceful Pathways Project
- Coordinate and share responsibility for governance of a body that will outlive this project in the Tasmanian community

- Work collaboratively and maintain sustainable partnerships with existing stakeholders to ensure referral and support relationships with external providers by setting exemplary modelling in integrated service planning and delivery
- Contribute to and coordinate the project evaluation with the contracted evaluators and volunteers assisting in data collation;
- Ensure effective implementation of service/contractual agreements so that they are delivered in accordance with the contractual specifications, scope of work, and other terms and conditions of the contract including undertaking the operational monitoring (including identifying, analysing, treating, and monitoring risks) and management of the contract to ensure the ongoing effectiveness of the program

■ Position Selection Criteria

Technical Competencies

- Trained as an Alternatives to Violence Project or Peaceful Pathways facilitator
- Understanding and experience in Community Development and/or Project Management
- Ability to work effectively with people from different cultures and backgrounds
- Knowledge of and experience in working with Linguistically Diverse people and communities
- Ability to maintain accountability for funding and service agreements and operate within the terms and conditions of the contract and organisational strategic objectives.
- Proven leadership experience in a human services context and skills in forging a team-based approach and providing direction, supervision and support to staff working preferably within a place-based community development environment and/or geographically dispersed workforce in a large matrix based human service organisation
- Highly developed organisational and time management skills
- Demonstrated skills in stakeholder engagement and fostering sustainable partnerships with communities, not-for-profit organisations, government and the private sector
- Well-developed analytical, problem solving and decision-making abilities including high level oral and written communication skills, including report writing and further ability to evaluate and analyse service delivery data to support effective service responses and practices
- Proven ability to supervise, develop, and lead the performance of service teams across a broad service portfolio and enable a highly focused, client service-oriented workforce to effective.

Qualifications/Licenses

- Degree in Social Work, or other relevant qualification; or equivalent work experience, and experience working with culturally diverse communities
- A Working with Vulnerable People check is a mandatory requirement for this role
- Current and Valid Australian Driver's Licence.

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.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.

- **Personal effectiveness | Managing my behaviours** | Demonstrated ability to effectively manage the emotions and behaviours of self and others to lead teams to achieve results. Ability to monitor and manage stress levels and provide support to teams.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value 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.