

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Community Services, Programs Officer	Department	Community Services
Location	North Melbourne	Direct/Indirect Reports	0
Reports to	Team Leader, Community Services	Date Revised	June 2018

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. Volunteer Convenors report to this role.

■ Position Summary

Services are provided in line with Red Cross' strategic direction which outlines 7 key areas of work and the ways in which Red Cross works. Service delivery is provided by volunteers and Community Services Programs staff are responsible for the recruitment, selection, training and ongoing support of volunteers, including volunteer service Convenors (Coordinators) and to ensure programs are run according to program guidelines and Red Cross policies.

The role is primarily responsible for supporting service delivery of the Telecross program and the TeleYarn program in Victoria. The role is responsible in helping to managing the daily duty role (8-10am) on a Friday which responds to emergency activations, managing Telecross/ TeleYarn services including the coordination of Volunteers supporting the service, support to volunteer convenors and responding to client enquiries. This role is part of the Social Connections team in Community Programs so contribution to and support of the wider team programs and activities is also required.

The incumbent will be required to travel within Victoria to conduct volunteer meetings and training which may include an occasional overnight stay.

■ Position Responsibilities

Key Responsibilities

- The effective and efficient day to day delivery of Social Connections programs including TeleCross, TeleYarn and CVS. These activities include client assessment, volunteer induction/program specific training, stakeholder engagement, convenor and volunteer support
- Maintain accurate records of all volunteers, clients, their participation in the program and assist the Team Leader when required with reporting, using these records
- Work with the Team Leader and broader team to continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- Work with the Team Leader to ensure that the program operates within budget and in accordance with approved Red Cross and relevant accounting standards
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of stakeholder, client and volunteer issues, grievances and complaints
- Develop and maintain positive working relationships with internal and external stakeholders including communication with health care professionals across the Greater Melbourne and Victorian regions to facilitate client referrals to Social Connections programs and to ensure an awareness of Community Services needs within the broader community
- Contribute as a team member to develop and implement plans for maintaining, reviewing, transitioning and expanding existing Community Services programs.

- Contribute to shared Community Services strategic planning, goals and actions

■ Position Key Selection Criteria

Technical Competencies

- Vocational training in a relevant discipline or demonstrated experience in a Community Service program or similar position Ability to follow and implement organisational policies and contractual requirements
- Experience in establishing networks and building new relationships with external stakeholders
- Proven highly developed organisational and time management skills
- Experience working with and/or managing volunteers would be very well regarded
- Well developed skills in the recording of information into a data base, use of Microsoft Office suite (and Excel in particular) and Microsoft Outlook
- Ability to develop and deliver innovative service and strategic initiatives within budget constraints
- Well developed analytical, problem solving and decision making abilities with strong attention to detail
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Demonstrated experience in working within a team and with limited supervision
- Fluency in spoken and written English

Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in community services or related fields
- Current Victorian drivers license
- Current Police Check

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
- **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
- **LEAD | Manage Performance | Sets clear goals and expectations and is accountable for outcomes and behaviour**
Demonstrates a clear understanding of own role and the performance standards expected | Sets high personal standards | Sets clearly defined objectives for own role

- **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
- Assists the organisation on occasion, in times of National, State or local emergencies or major disasters