

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Senior Officer – Participation & Inclusion	Department	Migration Support Programs
Location	Darwin, Northern Territory	Direct/Indirect Reports	0
Reports to	State Lead – Migration	Date Revised	April 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	

### ■ 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.

The Senior Officer – Participation & Inclusion will lead Red Cross' work in increasing migrants' in transition economic and civic participation, and belonging. They will do this by leading the continuation and scale up of MSP Projects, by working directly with migrants in transition, community, community organisations, business and government partners to generate economic and civic participation opportunities for people in their first five years in Australia through mentoring, paid work internships, job readiness and employment brokerage and adapting to opportunities over time. They will also do this through other inclusion activities, including the delivery of Community Conversations to increase community cohesion and sense of belonging. They will form strategic partnerships to activate change for greater engagement in civic, economic and community participation for migrants in transition.

### ■ Position Responsibilities

#### Key Responsibilities

- Provide leadership on the continuation and scaling up of civic and economic participation and broader inclusion initiatives

- Activate migrants in transition, business, education, community and government partners to generate employment and civic engagement opportunities for migrants in transition
- Lead the implementation of participation and inclusion activities through Red Cross' MSP Projects initiative including (but not limited to) mentoring, paid work internships, employment brokerage, and community conversations events in schools, workplaces and community groups
- Ensure effective data collection, and monitoring and evaluation of participation and inclusion activities to achieve strategic impact
- Provide leadership and build collaborative relationships and partnerships across sectors and within Red Cross to deliver participation and inclusion outcomes for migrants in transition
- Collaborate with colleagues from across the country on projects, develop new networks, insights and skills whilst generating shared impact on outcomes
- Collaborate with the Red Cross Engagement team to prepare funding applications and complete affiliated reporting requirements, and to share stories that promote and highlight the impact of participation and inclusion
- Build capacity and empower others to act both internally and externally in supporting migrants in transition with economic and civic participation
- Work as part of a nationwide community of practice sharing lessons learned and building on successes and challenges.
- Collaborate on strategic projects.
- Volunteer engagement and management.
- Actively contribute to a positive work environment culture.

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated experience leading strategic projects across areas and sectors
- Experience engaging and managing volunteers
- Demonstrated cultural competence and the ability to work with people from diverse backgrounds
- Sound knowledge and understanding of the issues impact migrants in transition in the community
- Excellent knowledge of the asylum seeker and settlement sectors and, of the social cohesion and employment policy
- Experience engaging and building the capacity of individuals to find opportunities for economic and civic participation
- Proven ability to develop partnerships and opportunities across sectors
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders
- 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

- Relevant tertiary qualifications or equivalent experience in community services or related fields
- A Working with Children check is a mandatory requirement for this role

### Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.

- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

## ■ 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