

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Program Support Officer	Department	Regional Services – South QLD
Location	Southport	Direct/Indirect Reports	0 to 100+ indirect volunteers
Reports to	Social Support Coordinator	Date Revised	October 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0049596

■ Position Summary

The Program Support Officer / Casual. – this position is a central role for coordinating the Telecross Program calls to participants and ensuring adequate volunteer availability and appropriate rostering. The primary role of the Program Support Officer is to assist in delivering the day to day Red Cross programs and ensuring the services are utilized in the most efficient and effective manner.

The person in this position is a contact for volunteers delivering Social Support services throughout Queensland and NT. Operation days are Monday to Sunday to ensure calls are made to clients. This position is also responsible for dealing with emergency responses referred by volunteers /staff and escalating these responses as per Telecross Program procedures. The Program Support Officer will ensure adequate volunteers are rostered for each day, call sheets are distributed, and the volunteer rosters are filled in advance especially for weekend and public holiday shifts. This position works closely with the Social Support Team and volunteers.

The role operates in a variety of contexts and will link Social Support services including Telecross, TeleCHAT and Bridges to meet the individual needs of the community in conjunction with the Social Support Coordinator.

■ Position Responsibilities

Key Responsibilities

- Coordinating and operating the daily Telecross service for participants in Queensland and Northern Territory. Assisting with tasks for other Social Support programs. The role may require work on week, weekends or public holidays, depending on staff availability.
- Clear and regular communication with volunteers, participants and emergency services in Qld and other states or territories, in conjunction with the Social Support Team
- Monitoring and support of volunteers at Southport base in conjunction with the Social Support Coordinator

- Provide administrative support, maintain accurate records, monitor systems and database entries of participants and volunteers, with respect to privacy and confidentiality, in accordance with Red Cross and policy, legislative requirements and funding requirements.
- Understanding of volunteer and participant support, processes and capacity to undertake surveys / Intake where required by the Social Support Coordinator
- Support the programs within scope and engage with stakeholders to build respectful and effective working relationships supporting the Red Cross image and the community.
- Additional duties as requested by the Social Support Coordinator

■ Position Selection Criteria

Technical Competencies

- Demonstrated high level of customer service provision
- Well-developed communication and interpersonal skills
- Demonstrated understanding of the needs of frail older Australians, special needs persons and those from culturally and linguistically diverse backgrounds
- Sound records management and general office administration, including sound computer skills (MS Word, Office, Excel, Powerpoint)
- Demonstrated ability to use initiative, work independently and as part of active team; to respond to emergencies calmly and in a timely manner, and the ability to liaise with emergency services, volunteers and participants.
- Experience and/or ability to follow and implement organizational policies and procedure requirements relevant to the community services sector and the funding agreement.
- Well-developed analytical, problem solving and decision-making abilities with a strong attention to detail
- Ability to build effective stakeholder relationships

Qualifications/Licenses

- Relevant certificate or diploma / skills or experience working in a community service or not-for-profit sector
- Current Drivers License

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.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **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.