

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Project Officer Community Programs - SAM	Department	Northern Region
Location	Lismore, NSW	Direct/Indirect Reports	0 – 20 volunteers
Reports to	Regional Operations Manager (ROM)	Date Revised	July 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

■ Position Summary

The Project Officer Community Programs is responsible for the delivery and development of save-a-mate (SAM) programs in the Northern Region, with the opportunity to work on further harm reduction programs for Red Cross, in accordance with approved policies and procedures and external benchmarks. The role involves facilitating workshops, developing and maintaining relationships and partnerships for the SAM in line with Red Cross strategic direction and Ways of Working. The Project Officer is also responsible for supporting and mentoring participants undertaking the SAM Train-the-Trainer (TTT) initiative.

■ Position Responsibilities

Key Responsibilities

Training delivery

- Review and develop course materials, delivery priorities, delivery initiatives, partnership development and community engagement in collaboration with ROM and Senior Project Officers
- Liaise with ROM regarding administration and budget requirements and complete administration in a timely manner
- Maintain qualifications, competence, skills and knowledge of first aid in accordance with Red Cross policies and procedures, Resuscitation Council Policies and AQTF requirements
- Keep abreast of current developments and issues in the alcohol and other drugs, youth work, related fields, and the communities you work in.
- Actively contributes to the service's continual development and implementation of any new procedures, initiatives and directions as per Red Cross guidelines and policy
- Prepare program statistics, reports, business plans as required
- Undertake other duties as required by ROM

Communication and relationship management

- Liaising with the ROM, identify potential TTT partners and facilitate MOUs or equivalent between partner organisations and Red Cross
- Become a recognised Red Cross Master Trainer and use these skills to facilitate effective TTT programs for partner organisations and Red Cross volunteers, leading to Red Cross endorsement or other competency as agreed

- Build relationships and innovative community partnerships to address areas of need within the local area
- Develop and maintain positive relationships with save-a-mate clients, stakeholders, partners and TTT participants
- Professionally represent Australian Red Cross
- Act responsibly in relation to confidential issues and ensure absolute discretion is exercised in all activities
- Promote save-a-mate to students, community stakeholders, professional services and general public as appropriate

Administration

- Deliver courses in an effective and professional manner, this will include understanding the areas in which the course are to be delivered
- Effectively plan training courses to ensure they are conducted effectively and efficiently
- Plan and prepare venues as required

■ Position Selection Criteria

Technical Competencies

- Excellent oral and written communication skills and group facilitation skills
- Demonstrated understanding of the health and social issues impacting upon young people, people who use alcohol and other drugs
- Organisational, administrative and time management skills
- Ability to build sound working relationships and network across a diverse range of stakeholders
- Practical experience in delivering quality training/education programs
- Practical experience in working with high needs/risk groups
- Experience working on public health and/or community service programs
- Ability to use initiative, work independently and as part of a team and to take supervision, as required
- Computer literacy including; MS Office (Word, Excel, PowerPoint, Outlook); Internet: an understanding of data bases

Qualifications/Licenses

- * A Working with Children check is a mandatory requirement for this role
- Certificate IV in Workplace Assessment & Training essential
- Relevant tertiary qualifications and/or experience in Education/Health, Social Science, or Youth Services with experience working in the alcohol or other drug related field highly desirable.
- Current drivers licence
- CPR/First Aid Accreditation

Behavioural Capabilities

- **Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.

- **Team effectiveness | Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **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 | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ 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 3 years thereafter. Police check renewals may be required earlier than 3 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