

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Senior Officer – Evidence and Influence	Department	Migration Support Programs
Location	Flexible	Direct/Indirect Reports	Up to 5 volunteers
Reports to	Lead - Evidence & Influence	Date Revised	Sep 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0022440

### 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. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration.

Migration Support Programs operates within an adaptable and lean model that is scalable, responsive to the changing context and needs of migrants in transition, 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. We also work through an ongoing adaptive process to ensure relevance and impact through the integration of human centred design principles along with locally sourced insights.

The Senior Officer – Policy and Influence will support MSP teams in developing and maintaining high level, evidence based internal and external reports on issues of humanitarian concern facing a range of client groups, including people seeking asylum, refugees, and migrants in transition in vulnerable situations. They will work with nationwide teams to develop tools and capacity for evidence based humanitarian diplomacy and lead various projects including government and social policy analysis and issues-based advocacy development. They will also support internal nationwide reporting across programs.

The Senior Officer – Policy and Influence position works across all MSP programs and reports to the MSP Lead – Evidence & Influence.

### ■ Position Responsibilities

#### Key Responsibilities

- Support the nationwide team by identifying, analysing and disseminating government policy changes and advocacy opportunities on agreed priority areas, in particular across programs
- Work with nationwide teams to build on current reporting, collecting and analysing of data and information for the development of internal and external reports
- Support the development and implementation of MSP Humanitarian Diplomacy strategies and tools to progress MSP outcomes
- Co-design reporting format and style guide to communicate information in a range of visually interesting and succinct formats
- Build capacity of MSP teams to prepare submissions, briefings and advocacy pieces relating to issues that impact people made vulnerable as a result of migration

- Coach teams in writing compelling and evidence based reporting and recommendations to improve the quality and consistency across all MSP reporting
- Support regular cross MSP internal reporting and lead improvement of impact reporting
- Support the Lead – Evidence & Influence and Head of Migration Support Program in preparing nationwide briefing notes and guidance for issues of concern
- Volunteer engagement and management.

## ■ Position Selection Criteria

### Technical Competencies

- Highly developed ability to source information, analyse and synthesise complex data and provide succinct, compelling and evidence informed briefings or draft reports
- Advanced understanding of humanitarian issues and policies relating to a range of groups impacted by migration, including people seeking asylum and refugees
- Highly developed written and verbal communication skills, including the ability to write, edit, analyse information and effectively collaborate on reporting
- Demonstrated understanding of the tools and actions required for effective influence through humanitarian diplomacy
- Demonstrated understanding of monitoring and evaluation frameworks, including links to impact reporting
- Excellent time management and organisational skills and demonstrated ability to prioritise competing workloads under pressure
- Proven capacity to collaborate and work independently in order to meet short deadlines
- Proven experience in operating within a confidential and politically sensitive service environment and managing confidential material
- Ability to work within the Red Cross Fundamental Principles in a demanding environment.

### Qualifications/Licenses

#### Essential

- Relevant tertiary qualifications or significant experience in social sciences, legal or human services.

#### Desirable

- Experience in government, policy and/or community services
- Demonstrated knowledge of and experience in working with culturally appropriate and sensitive services supporting people from culturally and linguistically diverse backgrounds

### 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 | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.

- **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.