

POSITION DESCRIPTION – TEAM MEMBER

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| Position Title | Program Officer | Department | Community Programs |
| Location | North Melbourne | Direct/Indirect Reports | 0 |
| Reports to | Team Leader, Social Connections | Date Revised | December 2018 |
| Industrial Instrument | Social Home Care and Disability Services Award | | |
| Job Grade | Job Grade 4 | | |

■ Position Level Descriptor

An individual at the Team Member level is accountable for their performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis. This position will have one direct report.

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ Position Summary

The Programs Officer (PO) is responsible for the effective delivery of allocated services in the Greater Melbourne region. All services are 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 the PO is responsible for the recruitment, selection, training and ongoing support of volunteers and to ensure the program is run according to program guidelines and Red Cross policy. The PO works under the direction of the Team Leader as part of the Community Programs department (CP).

This role has core responsibilities for both the Home Visitor Program and the Community Visitors Scheme (CVS) program in the Greater Melbourne region.

The Home Visitor Program is an extension of CVS, a service Red Cross has delivered for over 20 years in Aged Care Facilities. The Home Visitor Program has expanded CVS to a community setting, which sees trained volunteers visiting socially isolated people within their own homes across two regions in Victoria, with a particular focus on the 'Special Needs Groups' defined by the *Aged Care Act 1997*. The incumbent will be required to work on the programs implementation within the specified region. This will primarily involve establishing and maintaining networks with relevant stakeholders and referring agencies, assisting with policy and procedure development, responsibility for program promotion, awareness and uptake.

The incumbent will be required to travel throughout the Greater Melbourne region and occasionally attend a meeting or support a team member in a regional area, which might include an occasional overnight stay.

■ Position Responsibilities

Key Responsibilities

- The effective and efficient day to day delivery of both the Home Visitor Program and CVS Program. These activities include client assessment, volunteer induction/program specific training, stakeholder engagement, matching and support
- Maintain accurate records of all volunteers, clients, their matches along with their progress through their placement 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 Home Care Package providers and Lifestyle Co-ordinators across the Greater Melbourne region to facilitate client referrals and matches 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 programs in Community Programs.
- Contribute to shared Community Programs strategic planning, goals and actions

■ Position Selection Criteria

Technical Competencies

- Strong affinity and experience with the target group of older persons living within the community and in receipt of packaged in-home care or residential care
- 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 (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/Licences

- Current Drivers Licence

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 demonstrate behaviours in accordance with the Red Cross Ethical Framework

- **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 | Coach and Develop | Provides coaching and development opportunities to build capacity**

Recognise good performance and strengths within the team | Provides and accepts constructive feedback | Enjoys sharing skills and encouraging others to learn

- **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:

- Model 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 5 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
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters