

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Community Visitors Scheme Officer	Department	Community Programs, Youth and Family
Location	Bunbury/Albany	Direct/Indirect Reports	50 volunteers
Reports to	Manager- PTSS, Youth and Family Services	Date Revised	Nov 2020
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0025367

■ Position Summary

The Community Visitors Scheme Officer is responsible for effectively and efficiently delivering the suite of Community Visitors Scheme programs in Western Australia.

■ Position Responsibilities

Key Responsibilities

- The effective and efficient day to day delivery of the Community Visitors Scheme including the induction, training, and matching of volunteers and clients
- Maintain accurate records of all volunteers, clients and assist the Visiting Services Manager when required with reporting using these records
- In consultation with the Manager and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- Working in collaboration with the Manager, 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 client and volunteer issues, grievances and complaints

■ Position Selection Criteria

Technical Competencies

- Proven highly developed organisational and time management skills
- Excellent records management and general office administration
- Basic proficiency in MS Office or similar software and experience using databases

Qualifications/Licenses

- Current driver's license

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 | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **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 | 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 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.