

POSITION DESCRIPTION – TEAM LEADER

Position Title	Regional Coordinator	Department	Community Programs
Location	Various – Across South Australia	Direct/Indirect Reports	Up to 5 staff
Reports to	Regional Manager	Date Revised	November 2019
Industrial Instrument	SA Enterprise Bargaining Agreement		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0009039

■ 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 Regional Coordinator is responsible for the effective management, coordination and leadership of Red Cross initiatives, services, programs and people (Staff, Volunteers and Members) across the Region. The Coordinator will have a solid knowledge and understanding of the community and the ability to build productive and sustainable relationships with internal and external stakeholders

■ Position Responsibilities

Key Responsibilities

Operational Management

- Oversee and coordinate the operational aspects of the programs, further develop and implement strategic goals and work collaboratively to develop and implement initiatives.
- Ensure the effective daily management of the office, including the management of reporting staff.
- Produce various written reports where required, including regular monthly reports
- Assist with regional strategies to achieve & grow CHSP & CPN outputs throughout the designated planning region.
- Assist with general administration support, including banking, RedConnect functions & petty cash.
- Ensure programs are monitored and reviewed to ensure best practice and continuous improvement against industry benchmarks, standards and emerging trends to ensure the ongoing development of Community Services
- Ensure a risk management system is in place for all projects including prioritizing the risks and recommending risk mitigation strategies
- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy

Stakeholder Management

- Develop and maintain strong relationships with all internal and external stakeholders including industry groups, government and non-government agencies, funding bodies, consumer groups and individuals in the wider community
- Identify and develop creative and innovative service solutions, partnership opportunities and funding for new and relevant services
- Develop strong interactions and relationships, across business units and drive new membership recruitment and engagement strategies

People Management

- Develop and maintain effective, collaborative and strong relationships with Red Cross members, staff and volunteers across the region
- Utilise the Red Cross Performance Review & Development system to ensure that all staff have a development plan in place and that performance is regularly monitored
- Coach, mentor and develop direct reports in order to achieve the required outcomes, both financial and non-financial outcomes
- Provide leadership and coordination to volunteers using volunteer management practices
- Develop and maintain collaborative and strong working relationships with the Volunteer Coordinator group and external volunteering organisations including attending network meetings and events, Volunteer Coordinator meetings and sharing knowledge and resources across programs
- Provide development opportunities for direct reports to ensure sound succession planning
- Actively contribute to internal and external Leadership activities including regional development activities and emergency management programs and more broadly within Red Cross
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client, employee, volunteer and management issues, grievances and complaints

Financial and Contract Management

- Ensure budgets are met by achieving set revenue targets, and managing controllable costs/expenses
- Participate in budget setting, monitoring and forecasting
- Ensure programs are meeting their contractual output obligations as agreed in the service agreement

Regional Office Management

- Responsible for office management of the Regional Office
- Ensure all audits, inspections, tagging and testing are completed in line with WHS procedure and practice
- Ensure all vehicles are managed in line with the Motor Vehicle policy in conjunction with procurement
- Liaise as required with the Property team to ensure issues in relation to security, WHS and building maintenance are dealt with in a timely manner
- Ensure security procedures at the regional office are established, maintained and coordinated
- Manage and monitor petty cash and delegate as required

■ Position Selection Criteria

Technical Competencies

- Experience in managing both staff and volunteers (highly desired)
- Proven experience in managing and setting budgets
- Demonstrated experience in the delivery of human services within a community setting
- Proven experience in community development and working with at risk population groups and communities
- High level of customer service skills, including complaint handling

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role
- Current SA Drivers License or equivalent
- Ability to undertake interstate/intrastate travel where required
- Relevant tertiary qualifications in Community Services, Social Work or Social Sciences is desirable

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Team effectiveness | Managing change** | Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.
- **Organisational effectiveness | Innovating and improving** | Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

■ 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