

POSITION DESCRIPTION – **MANAGER**

Position Title	Regional Services Manager - South	Department	Community Services
Location	Hobart	Direct/Indirect Reports	Employees: Direct: up to 12 Volunteers: Indirect: Up to 100
Reports to	State Director	Date Revised	Oct 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 6	Job Evaluation No:	

■ Position Summary

As a Regional Manager, you will support the strategic priorities of the organisation in line with the state Annual Plan and Strategy 2020 through the effective management, coordination, and leadership of Red Cross initiatives and projects across the region. You will be responsible for the management and leadership of Red Cross people in the region including staff and volunteers; achieving agreed program outcomes and compliance; resource allocation; stakeholder engagement; financial performance; and engaging with the local communities.

The role will represent Red Cross in a range of regional forums, and take a lead role in networking with key stakeholders across government, local Government and other services and community groups. The Manager will also support and liaise with Red Cross members and Branches, promoting Red Cross to the broader community and membership opportunities.

■ Position Responsibilities

Key Responsibilities

- Manage, coach, develop adaptable and resilient team members, and build a high performing regional team.
- Lead the implementation of priorities and interventions in the region as per organisational strategic and annual planning across community programs, migration support programs, IHL and emergency services.
- Manage implementation and operational delivery of programs including budget and financial management risk management and adherence to relevant policies and procedures.
- Ensure adherence to all performance and reporting requirements linked to both internal and funder requirements.
- Work closely with state Thematic Leads, Hub Leads and other Regional Managers to ensure state-wide consistency of service delivery and to meet organisation priorities.
- Manage key external stakeholders in line with organisational priorities and strategic priorities
- Working with the Program Quality Lead, ensure that effective systems are implemented to support the collection of local data and evidence, as well as, to analyse it and apply learnings in local context.
- Embed adaptive, human centred and agile ways of working, foster a positive culture of collaboration, innovation and impact.
- Keep abreast of policy changes and emerging service needs and contribute to the strategic development of Red Cross programs.

■ Position Selection Criteria

Technical Competencies

- As an Aboriginal or Torres Strait Islander person, demonstrate a level of knowledge and understanding of Aboriginal cultures and be willing to share this knowledge and influence within the organisation.
- Experience in leading, motivating, coaching and developing staff and volunteers to ensure the achievement of organisational outcomes
- Ability to communicate sensitively and effectively with Aboriginal and Torres Strait Islander people, including the requirement for genuine consultation and negotiation.
- Demonstrated experience in developing strong stakeholder relationships and partnerships across the community
- Demonstrated cultural competence and the ability to work with and lead teams of people from diverse backgrounds.
- Experience managing the operational service delivery of multiple programs within a regional portfolio
- Knowledge of relevant legislative, policies and frameworks and proven ability to manage risks
- Demonstrated experience in creating a positive, adaptable culture of collaboration and innovation.
- Demonstrated experience in networking, stakeholder management, liaison and negotiation skills within a complex environment.
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal stakeholders.

Qualifications/ Licences

- Relevant tertiary qualifications or equivalent experience in community services or related fields or equivalent experience
- Current Australian Drivers Licence
- A Working with Vulnerable People Check is a mandatory requirement for this role

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.
- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **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.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.

■ 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
- 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

■ 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.