POSITION DESCRIPTION – TEAM LEADER

Position Title	Migration and Emergency Services Lead	Department	Migration Support, Emergency Services
Location	Hobart	Direct/Indirect Reports	5/2
Reports to	Director, Tasmania	Date Revised	July 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 7	**Job Evaluation No:**	HRC0007125

■ Position Summary

As a Red Cross Thematic Lead you will provide strategic leadership for Tasmania to meet the emerging and changing needs of Migration Support and Emergency Services. Through a collaborative approach you will also build sector, community, government and business understanding (including through training and capacity building) of key areas of nationwide focus for Red Cross as well as providing input into organisational strategy through your understanding of local needs, gaps and emerging issues. You may also hold responsibility for the operational delivery of Migration and Emergency Services Programs.

■ Position Responsibilities

Key Responsibilities

- Responsible for the implementation and operational delivery of any programs for Migration and Emergency Services (as agreed with the State Director and relevant National Manager), including budget and financial management, adherence to relevant policies and procedures and reporting requirements and key stakeholder management

- Provide leadership on implementation of Migration and Emergency Services Red Cross strategic priorities within Tasmania and contribute to the broader leadership team.

- Manage, coach and develop adaptable and resilient team members and contribute to building high performing teams in Tasmania.

- Support the State Director on resource mobilisation and partnership development.

- Accountability for managing risk and quality for Migration and Emergency Services in Tasmania.

- Work closely in networked and collaborative teams across Red Cross and contribute to nationwide leadership and sharing of good practice and learnings.

- Support Regional Managers to provide oversight of migration and emergency service community needs in their region to achieve strategic outcomes.

- Drive an agenda of change and innovation to create impact on strategic outcomes.

- Keep abreast of State Government policy and emerging service needs in migration and emergency services to identify opportunities to achieve Red Cross strategic outcomes.

■ Position Selection Criteria

Technical Competencies

- Proven ability to manage, develop and coach people.

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Template authorised by: Janice Murphy, National Recruitment Manager

Date: July 2016

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- Demonstrated cultural competence and the ability to work with and lead teams of people from diverse backgrounds.
- Excellent understanding of issues affecting people in Migration and Emergency Management.
- Knowledge of relevant legislative, policies and frameworks and proven ability to manage risks
- Demonstrated experience in managing client and operational service delivery including contract management
- Demonstrated experience in networking, stakeholder management, liaison and negotiation skills within a complex human services environment.
- Demonstrated experience leading strategic projects on behalf of your organisation, including implementing effective agile processes and meeting deadlines.
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders.

Qualifications/Licenses

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

Behavioural Capabilities

- **Personal effectiveness | Managing my behaviours |** Demonstrated ability to effectively manage the emotions and behaviours of self and others to lead teams to achieve results. Ability to monitor and manage stress levels and provide support to teams
- **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.
- **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.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

■ 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