

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Community Programs Officer, Social Inclusion	Department	Social Inclusion
Location	Tweed Heads	Direct/Indirect Reports	20 + Volunteers
Reports to	Regional Operations Manager	Date Revised	October 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	

■ Position Summary

The role of the Social Inclusion Programs Officer assists in supporting local organisations and individuals to address social isolation and disengagement from their community. The position is responsible for the contextualization and delivery of programs to align with the 5 key strategic goals with the 2020 Strategy. The role is also responsible for developing and maintaining relationships and partnerships in line with Red Cross strategic direction of Ways of Working.

The position aims to:

- Provide social inclusion programs & opportunities through programs such as TeleCHAT suite of programs, MATES, Community Visitor Scheme & delivery of community engagement events within the region.
- Promote services to targeted audiences within the region.
- Prepare effective statistical data reporting to meet funding bodies reporting requirements.

● Position Responsibilities

Key Responsibilities

- In accordance with Red Cross Policy & Procedures, contribute to the high delivery expectations ensuring:
 - The effective and efficient day to day delivery of Social Inclusion service delivery including the induction, training, and matching of volunteers and clients
 - Maintain accurate records of all volunteers, clients when required with reporting using these records
 - Undertake client assessments and referral to appropriate service providers as required.
 - Ensure effective service delivery is underpinned by the theory of placed based service delivery.
 - 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

- Experience and/or ability to follow and implement organisational policies and contractual requirements relevant to the community services sector
- Demonstrated ability to communicate effectively and sensitively with the community & stakeholders
- Ability to demonstrate initiative; work independently and in a team environment
- Demonstrated understanding & experience in delivery services to clients & communities through trauma informed care
- Understanding through experience, the issues impacting the client base
- Experience in recruiting, training & managing volunteers
- Ability to prioritise & meet deadlines
- Proven highly developed organisational and time management skills
- Excellent records management and general office administration
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Experience in working collaboratively with key stakeholders
- Demonstrated knowledge of computer software applications including database management & control & Microsoft suite of programs.

Essential Qualifications/Licenses

- Relevant tertiary qualifications and/or a minimum of 3 years experience in a related field
- Unrestricted Current Drivers Licence
- A National Criminal History check is a mandatory requirement for this role
- A Working with Children check is a mandatory requirement for this role

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 demonstrates behaviours in accordance with the Red Cross Code of Conduct

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**

Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings

- **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 | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**
Addresses current opportunities or challenges to improve efficiency and effectiveness | Monitors own performance to meet expectations | Evaluates processes to identify continuous improvement opportunities
- **AHIEVE | Change, Adapt and Innovate | Improves processes or programs through demonstrating flexibility and innovation**
Accepts new ideas and change initiatives | Works to support the implementation of change locally | Understands how change impacts own role and adjusts activity accordingly | Adjusts to change positively | adapts work style to suit change circumstances
- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**
Applies knowledge and skills to achieve results | Operates objectively and calmly to achieve outcomes | Pursues goals with tenacity
- **LEAD | Manage Performance | Sets clear goals and expectations and is accountable for outcomes and behaviour**
Demonstrates a clear understanding of own role and the performance standards expected | Sets high personal standards | Sets clearly defined objectives for own role
- **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:

- 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 Code of Conduct and Child Protection Code of Conduct
- Comply with the Work Health and Safety management system
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- 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

