

POSITION DESCRIPTION - TEAM MEMBER

Position Title	Project Support Officer — Emergency Services	Department	Emergency Services
Location	Sydney	Direct/Indirect Reports	nil
Reports to	Preparedness and Recovery Coordinator	Date Revised	Jan 2020
Industrial Instrument	SCHADS3		
Job Grade	Choose an item.		

■ Position Summary

This role is ideal for a highly accomplished administrative all-rounder seeking variety, pace and the challenge of working with communities recovering from bushfires. Reporting to the Preparedness and Recovery Coordinator, the position will support the planning, coordination and management of a range of preparedness and recovery initiatives across the state. The role requires a self-motivated and proactive person, able to manage own time effectively with strong attention to detail and quality.

In addition, the Project Support Officer will be responsible for ongoing maintenance and retention initiatives for Emergency Services Volunteers including organising training courses. Events management experience will be highly regarded.

■ Position Responsibilities

Key Responsibilities

- Coordinate workshops and courses; build participant invitation lists; ensuring venues, trainers and catering are booked, invoices are processed; and resources are ready for each workshop/course.
- Connect with a broad range of community services to increase the reach of the preparedness and recovery workshops and training.
- Liaise with key stakeholders including local Government, emergency services agencies and community groups in the delivery of preparedness and recovery work to target groups
- Implement effective engagement, support and communication strategies for emergency services volunteers across the state.
- Work with Team Leaders and volunteer trainers in supporting volunteer development, recruitment, training and retention
- Work closely with the Preparedness and Recovery Coordinator to deliver a broad range of recovery and preparedness activities across the state.

■ Position Selection Criteria

Technical Competencies

- High level problem solving and analytical skills including the ability to effectively deal with issues
 - Proven experience working with volunteers
 - Capacity to work independently and adaptively within a demanding, changeable and unpredictable environment
- Proven highly developed organisational and time management skill

- Excellent records management knowledge and general office administration.
- Demonstrated advance computer skills including ability to use Word, advance Excel, spreadsheets and Outlook and familiarity with data base applications or systems
- Events management experience highly regarded.

Qualifications/Licenses

- Current Drivers Licence
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness I Achieve results I** Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.
- **Team effectiveness I Collaborating I** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness I Managing performance I** 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 I Focussing on clients I** 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 I Valuing voluntary service I** Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity I Impartiality I Neutrality I Independence I Voluntary Service I Unity I 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 3 years thereafter. Police check renewals may be required earlier than 3 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