

## POSITION DESCRIPTION - TEAM LEADER

Position Title	State Lead - Recovery & Resilience	Department	Emergency Services
Location	Sydney	Direct/Indirect Reports	4
Reports to	Emergency Services Manager	Date Revised	May 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 6	Job Evaluation No:	HRC0013422

### • 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

This senior role within the NSW/ACT Emergency Services team will work closely with the State Emergency Services Manager in leading Red Cross Recovery and Resilience programs.

On a day to day basis the State Lead - Recovery will manage and support regional Emergency Services recovery teams working in a number of locations to ensure co-ordination of these activities whilst also engaging with state and regional stakeholders to ensure alignment and successful delivery of Red Cross resilience and recovery programs in partnership with the rest of the sector. The role will also provide support during an event and provide leadership on relevant projects as directed by the Emergency Services Manager.

### • Position Responsibilities

#### Key Responsibilities

- Working with the national recovery team to provide state leadership in the development of community-led recovery and preparedness support plans, to empower local community and agencies to recover from bushfire and floods, prepare for future emergencies and our changing climate
- Map existing networks, services being deliver, emerging trends, and issues in the community and understand and navigate these in the context of regional and state level plans and activities
- Build partnerships with agency and private partners to facilitate the roll out of Red Cross recovery and resilience programs at local, regional and state level
- Work with the national recovery team to develop resources to meet the identified needs of recovering communities, including preparing for future emergencies and our changing climate
- Lead the implementation of a program monitoring and evaluation plan
- Provide coaching, mentoring and guidance to immediate reports to ensure a quality program is delivered within protect timeframes and budget

- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints implement a range of relevant, high quality, contemporary National frameworks, resources and materials to drive best practice across service delivery and workforce management.

## Position Selection Criteria

### Technical Competencies

- High level understanding of and experience in emergency management and a detailed understanding of emergency preparedness, response and recovery arrangements
- High level developed oral and written communication skills, including public speaking
- Demonstrated ability to influence internal and external stakeholders at various levels
- Demonstrated experience in effectively managing projects involving a range of stakeholders and partners
- Demonstrated experience in team leadership and coaching
- High developed skills in community engagement and development.

### Qualifications/Licenses

- Formal qualifications in emergency management or equivalent and/or extensive experience in an emergency management role
- Desirable – participation in human centered design activities and projects or other community-led activities and programs
- Tertiary qualifications in Management or significant experience in a relevant field
- Current driver's license
- A Working with Children check is a mandatory requirement for this role.

### Behavioural Capabilities

- **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 | Collaborating** | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **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 | 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 | 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