

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Project Support Officer – Workforce Development	Department	Emergency Services
Location	Sydney	Direct/Indirect Reports	Nil
Reports to	Workforce Development Coordinator	Date Revised	May 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	JG3	Job Evaluation No.	HRC0018463

■ Position Summary

The Project Support Officer plays a critical role in supporting the Emergency Services program with onboarding of volunteers, ensuring they have a positive experience from their initial inquiry through to completion of compliance training and allocating to a team. The role is the 'go-to' person for both staff and volunteer trainers for assistance in setting up training courses. The Project Support Officer will support the Workforce Development Coordinator in ensuring trainers and staff have access to current training resources, support recruitment of volunteers, set up training session, ensure paperwork is completed post training and volunteer details in RED's and MAVIS is current.

This role is the programs key connection with the Mobilisation Hub ensuring the hub understands our program's needs in terms of volunteer's skills and capabilities, additionally the role will ensure our volunteers are complainant. The Project Support Officer will take on special projects aimed to improve volunteer experience with Emergency Services.

■ Position Responsibilities

Key Responsibilities

- Assist with recruitment and training aimed to ensure program capacity to respond to emergencies
- Assist with the development and implementation of training and capacity building activities that further develop our volunteer skills and capabilities
- Manage volunteer recruitment pathway, as the key contact for both volunteer, staff and mobilization hub
- Support and contribute to piloting new and innovative approaches to voluntary development
- Support volunteer trainers with training resources
- Ensure currency of volunteer data basis RED's and MAVIS
- Participate in Mobilisation Hub meetings and training
- Provide administrative and systems support around volunteer recognition (awards and events), compliance and risk management
- Assist with promotions and communications activities to increase awareness and participation of ES volunteers with the organisation as a whole.

■ Position Selection Criteria

Technical Competencies

- Highly developed written and oral communication skills
- Experience in stakeholder engagement and management
- Demonstrated ability and experience in developing and documenting processes and procedures
- Well-developed analytical, problem solving skills.
- Excellent records management and administrative skills
- Significant experience in working with and supporting volunteers
- Advanced IT skills, including experience using Microsoft applications such as Teams, Zoom and Drop Box. Strong administrative skills and database experience
- Previous experience with Pivotal (MAVIS).

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | 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 | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

■ 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 requirement
- 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.