

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Mobilisation Support Officer	Department	Voluntary Mobilisation Hub
Location	East Perth	Direct/Indirect Reports	Volunteers
Reports to	Mobilisation Lead	Date Revised	December 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0053495

■ Position Summary

The Mobilisation Support Officer is a state-wide influencer and implementer of the processes, systems and engagement that inform the volunteer and member experience and lifecycle.

Supported by the Mobilisation Lead, the Mobilisation Support Officer will provide vital customer service, data analysis, administrative, training and systems support that underpins the experience of our Red Cross people in WA.

The Support Officer will support Red Cross people to build their capability to innovate and to mobilise, attract, engage, and retain volunteers and members.

■ Position Responsibilities

Key Responsibilities

- Work with volunteer managers/ leaders to support the consistent and easy steps to recruiting, mobilising, and resourcing of volunteers and members
- Manage administrative and systems around compliance, governance and risk management and office management
- Engage, lead and train Hub volunteers to support with service delivery, projects, and research.
- Work collaboratively across local and National teams to develop tools and strategies to build the capability of Red Cross people to deliver and create easy, relevant, and remarkable volunteering experiences
- Oversee social media promotions and communications activities to increase awareness and participation in Australian Red Cross in WA.
- Contribute to piloting new and innovative approaches to voluntary action both locally and nationally
- Play a role in supporting program teams around system knowledge and processes.
- Using key reporting metrics and data, identify gaps and analyze trends across the volunteer life cycle and support with developing strategies for improvement (for example, exit survey data, recruitment data)
- Generate and develop reports to provide insights to Red Cross leadership and programs.
- Provide training and info sessions.

- Review and insights to improve the implementation of procedures, which manage the way volunteers and members engage with and experience Red Cross
- Assist with projects and events as required for the WA Hub lead, SLT and / or National volunteering directorate.

■ Position Selection Criteria

Technical Competencies

- Strong administrative skills and database experience
- Demonstrated ability to manage compliance systems, reporting and data including police check systems
- Great customer service skills with the ability to prioritise work and service requests
- A strong influencer, communicator and driver of change
- Strong ability to train and build the capacity of others in systems and processes
- Great interpersonal skills with the ability to work with a diverse range of people
- Demonstrated ability to 'think outside the box' and to apply innovation and technology to solutions
- Strong commitment to Reconciliation
- Experience in working with and supporting volunteers and/or members
- Relevant tertiary qualifications would be well regarded

Qualifications/Licenses

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 | Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.
- **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 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.