

## POSITION DESCRIPTION – TEAM LEADER

Position Title	North West Regional Coordinator (Community Action)	Department	Community Programs / Mobilisation
Location	Burnie	Direct/Indirect Reports	5 indirect
Reports to	Director, Tasmania	Date Revised	August 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0006344

### ■ Position Summary

#### Team coordination support

As a team coordinator, support the North West team to work together to address community needs through facilitating shared projects.

#### Lead community action projects

The Coordinator is a regionally based influencer of local activities that mobilise communities to voluntary action. Supported by the Director and the Volunteer Mobilisation Lead, the Coordinator will enhance the development and implementation of community action plans, which will encompass innovative, diverse and creative ways for communities, our partners, networks and businesses to take action.

The Coordinator will work locally in the North West region of Tasmania with community, Red Cross volunteers, members and staff, to coordinate, support and increase their collective efforts to promote humanitarian action. Utilising project management, facilitation, and stakeholder engagement skills, and applying the principles of community development and collective impact approaches, this position will promote the building of resilience throughout the North West community and pursue service development and growth in line with community determined priorities.

#### Community engagement

The Coordinator will play a role in building strong relationships and partnerships that can make an impact and difference in communities. This includes developing inclusive connections with local organisations, local community groups and networks, businesses, councils and other sector stakeholders.

There will also be a requirement for the Coordinator to participate in relevant committees and working groups that strengthen Red Cross regional presence and contribution to the region.

### ■ Position Responsibilities

#### Key Responsibilities

- Coordinate team collaboration in the North West through team meetings, shared planning and problem solving
- In collaboration with relevant stakeholders, develop and implement community action plans for the North West region of Tasmania, that respond to our voluntary action goals and include strategic community engagement, capacity building, innovation, networking and recognition activities.
- Coordinate the regional operations of the office, people, risk, and resources
- Contribute to building professional relationships with internal and external stakeholders.

- Working with relevant business areas, facilitate key regional stakeholder relationships and actively contribute to stakeholder network meetings
- Contribute to a dynamic and agile team that can respond to changes in how communities and organisations want to volunteer.
- Promote Red Cross activities and the diverse communities that Red Cross works with and wants to work with
- Participate in relevant committees and working groups that enhance volunteering opportunities.
- Cascade nationally led initiatives and/or design state/local specific initiatives to mobilise communities to take humanitarian action at scale.
- Support and promote the implementation of Red Cross strategic goals and organizational priorities including our commitment to Reconciliation.
- This position will require regular intra-state travel and occasional work outside of standard business hours.

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated ability to support teams of staff and volunteers to ensure achievement of agreed outputs
- Demonstrated ability to identify community assets and strengths alongside areas of unaddressed community need through holistic community development principles
- A strong influencer, networker, communicator, problem solver and driver of change
- Experience in working with and supporting volunteers and/or members
- Community development experience and experience across either volunteering, youth, membership or diversity and inclusion (including Aboriginal and Torres Strait Islander specific work)
- Demonstrated ability to 'think outside the box' and to apply innovation and technology to solutions
- Strong commitment to Reconciliation
- Relevant tertiary qualifications would be well regarded

### Qualifications/Licences

- National Police check
- A Working with Vulnerable People check is a mandatory requirement for this role
- Current Drivers Licence
- Appropriate Tertiary level qualification or similar experience, and direct community development experience

### 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 | Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns 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 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