

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Project Officer - Workforce Wellbeing	Department	Emergency Services
Location	Flexible	Direct/Indirect Reports	
Reports to	State Lead – COVID Community Connection Program	Date Revised	Jul 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0013238

■ Position Summary

Australian Red Cross recognises that working in Emergency Services can be both mentally and physically demanding and as a result has a dedicated wellbeing service to support staff and volunteers. The Workforce Wellbeing Project Officer will work in collaboration with Emergency Services to identify and develop processes to improve the wellbeing support of Australian Red Cross personnel.

The Workforce Wellbeing Project Officer will to ensure process and system development and implementation, training, engaging supports volunteers and staff as part of the COVID-19 Community Activation and Social Isolation Initiative (CASI).

Situated in the Emergency Services team in Victoria, the Project Officer - Workforce Wellbeing will support the implementation, ongoing supports and continuous improvement of workforce systems for the successful delivery of the CASI program in Victoria. This initiative is providing a vital humanitarian response through a virtual call centre to support the emotional and social needs of vulnerable Victorians as a result of the COVID-19 Pandemic.

■ Position Responsibilities

Key Responsibilities

- Implement processes and systems improvements to enable wellbeing functions.
- Implement a monitoring and evaluation process for Australian Red Cross wellbeing support.
- Work in collaboration with Emergency Services to identify improvements to the existing wellbeing service, develop and implement an effective and sustainable Independent Wellbeing Check service to support Australian Red Cross personnel.
- Raise awareness of the importance of workforce wellbeing within the Emergency Services Program
- Deliver training to staff and volunteers.
- Provide support and mentoring to volunteers.
- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy.

■ Position Selection Criteria

Technical Competencies

- Highly developed oral and written communication skills, including public speaking and training.
- Demonstrated experience applying workforce wellbeing concepts
- Demonstrated ability to build rapport, and establish positive and constructive relationships with internal and external stakeholders and liaise with people at all levels and from diverse backgrounds.
- Demonstrated experience in effectively managing projects within a multi-site organisation.
- Demonstrated experience identifying, developing and implementing process changes to enable service effectiveness.
- Significant experience working with, and supporting, volunteers.
- Highly developed people management skills.

Qualifications/Licenses

- Current drivers licence
- Working with children check is mandatory for this role

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.
- **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.

■ 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