

POSITION DESCRIPTION – TEAM MEMBER

Position Title	NSW/ACT Mobilisation Coordinator	Department	NSW/ACT Mobilisation Hub
Location	NSW/ ACT	Direct/Indirect Reports	Volunteers (number to be determined)
Reports to	Mobilisation & Engagement Manager	Date Revised	
Industrial Instrument	Choose an item.		
Job Grade	Job Grade 4		

■ Position Summary

The Mobilisation Coordinator will represent the NSW & ACT Mobilisation Hub and be the 'go-to' person for internal and external enquiries about taking humanitarian action for their assigned programs/ regions.

Supported by the Mobilisation & Engagement Manager and the wider Hub Team, the Mobilisation Coordinator will develop and deliver mobilisation plans to enable Red Cross people create easy, remarkable and relevant volunteer experiences. This includes building our workforce's capacity to use systems and processes to recruit, manage and mobilise volunteers; increase volunteer and member participation and create new and innovative ways for communities, our partners, networks and businesses to take humanitarian action.

The Mobilisation Coordinator will play a critical role in building and maintaining relationships and strategic partnerships to explore opportunities for mobilisation and create valuable volunteering experiences that can make a positive impact in their communities.

■ Position Responsibilities

Key Responsibilities

- Implement mobilisation plans that respond to our voluntary action goals and include strategic community engagement, capacity building, innovation, networking and recognition activities
- Deliver training and capacity building activities that enable the Red Cross workforce in their assigned programs/ regions to deliver positive and diverse volunteer experiences
- Manage volunteer recruitment and work with Program staff to see consistent volunteer workforce planning, on-boarding and mobilisation of volunteers, using Red Cross systems and processes
- Identify and develop tools and strategies to build the capability of staff, managers, volunteers and members to build our presence in communities throughout NSW/ ACT and increase participation in voluntary service
- Support and contribute to piloting new and innovative approaches to voluntary action
- Use key reporting metrics (i.e. MAVIS, Volunteer and Member Dashboard) to identify trends across the volunteer life cycle and then develop strategies for improvement in collaboration with regional/ program teams
- Train program staff in the use of systems and processes and support the review and implementation of procedures which continuously improve the volunteering and member experience with Red Cross
- Provide administrative and systems support around volunteer and member recognition (awards and events), compliance and risk management

- Liaise with Program staff, HR (Culture and Capability), and other Red Cross departments to facilitate the development and delivery of appropriate learning and development opportunities, including volunteer induction
- Assist with promotions and communications activities to increase awareness and participation in volunteering and membership activities
- Where required, the role may also support regional member and youth initiatives and events

■ Position Selection Criteria

Technical Competencies

- Experience in stakeholder engagement and management
- Demonstrated ability to coordinate projects and community engagement activities
- A strong influencer, networker, communicator and driver of change
- Strong commitment to Reconciliation
- Demonstrated ability to 'think outside the box' and to apply innovation and technology to solutions
- Significant experience in working with and supporting volunteers and/or members
- Strong administrative skills and database experience
- Demonstrated ability to train and build the capacity of others
- Great interpersonal skills with the ability to work with a diverse range of people (including youth, CALD, ATSI)
- Relevant tertiary qualifications would be well regarded
- Knowledge of/ experience with agile and Human Centred Design principles and processes (desirable)

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.
- **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 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