

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Program Officer	Department	Community Programs
Location	North Melbourne	Direct/Indirect Reports	0
Reports to	Team Leader, Social Connections	Date Revised	May 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0038093

■ Position Summary

The Program Officer role is primarily responsible for the effective delivery of the Telecross and the TeleYarn program across Victoria. The Telecross and TeleYarn Services are provided in line with Red Cross' strategic direction which outlines 7 key areas of work and the ways in which Red Cross works. Service delivery is provided by volunteers and the Program Officer is responsible for the recruitment, selection, training and ongoing support of volunteers, including volunteer service Convenors (Coordinators) and to ensure programs are run according to program guidelines and Red Cross policies. The Program Officer works under the direction of the Team Leader as part of the Community Programs Department.

The role is responsible in helping to manage Telecross / TeleYarn services including the coordination of Volunteers supporting the service, support to volunteer convenors and responding to client enquiries. This role is part of the Social Connections team in Community Programs so contribution to and support of the wider team programs and activities is also required.

The incumbent will be required to travel within Victoria to conduct volunteer meetings and training which may include an occasional overnight stay.

■ Position Responsibilities

Key Responsibilities

- The effective and efficient day to day delivery of Social Connections programs including TeleCross and TeleYarn. These activities include client assessment, volunteer induction/program specific training, stakeholder engagement, convenor and volunteer support
- Maintain accurate records of all volunteers, clients, their participation in the program and assist the Team Leader when required with reporting, using these records
- Work with the Team Leader and broader team to continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- Work with the Team Leader to ensure that the program operates within budget and in accordance with approved Red Cross and relevant accounting standards
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of stakeholder, client and volunteer issues, grievances and complaints
- Develop and maintain positive working relationships with internal and external stakeholders including communication with health care professionals across the Greater Melbourne and Victorian regions to facilitate client referrals to Social Connections programs and to ensure an awareness of Community Services needs within the broader community
- Contribute to shared Community Programs strategic planning, goals and actions
- Contribute as a team member to develop and implement plans for maintaining, reviewing, transitioning and expanding existing Community Services programs.

■ Position Selection Criteria

Technical Competencies

- Strong affinity and experience with the target group of older persons living within the community
- Ability to follow and implement organisational policies and contractual requirements
- Experience in establishing networks and building new relationships with external stakeholders
- Proven highly developed organisational and time management skills
- Experience working with and/or managing volunteers would be very well regarded
- Well-developed skills in the recording of information into a data base, use of Microsoft Office suite (Excel in particular) and Microsoft Outlook
- Ability to develop and deliver innovative service and strategic initiatives within budget constraints
- Well-developed analytical, problem solving and decision making abilities with strong attention to detail
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Demonstrated experience in working within a team and with limited supervision
- Fluency in spoken and written English

Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in community services or related fields
- Current Drivers Licence
- Police Check

Behavioural Capabilities

- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **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 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