

POSITION DESCRIPTION – TEAM MEMBER

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| Position Title | SAM Project Officer – Festivals and Events | Department | Community Services NSW & ACT |
| Location | Sydney NSW | 0 Direct Reports | SAM festivals & events volunteers (SAM Crew) |
| Reports to | SAM Coordinator, Festivals and Events | Date Revised | August, 2019 |
| Industrial Instrument | Social Home Care and Disability Services Award | | |
| Job Grade | Job Grade 3 | | |

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

■ Position Summary

The save-a-mate (SAM) program aims to reduce the harms caused by alcohol and other drug use within the community, especially amongst young people. This is done by delivering harm reduction messages and strategies through workshops and trained Peer Educators at festivals and community events. This includes encouraging people, particularly young people, to reduce the harm caused by their alcohol and other drug use at festivals and community events and to promote 'safe partying'. This is achieved through peer education, which is conducted primarily by SAM festivals & events volunteers (SAM Crew) and delivered in a non-judgmental and impartial manner. Another key role of the SAM Festival initiative is to provide immediate support to people experiencing physical and/or psychological distress within the festival setting. This support is provided in the SAM Chill out Space (COS), which is a tent that is attended by trained SAM Crew and works closely with the onsite First Aid provider.

The SAM Project Officer – Festivals and Events will be responsible for the recruitment and training of SAM festivals & events volunteers (SAM Crew) and the administrative and operational delivery of the SAM festivals and events program in consultation with the SAM Coordinator Festivals and Events, senior managers, and relevant stakeholders.

The role is part time and requires the ability to travel to metro locations and work flexible hours to engage volunteers and attend festivals and events including evenings, weekends and public holidays.

■ Position Responsibilities

Key Responsibilities

- Facilitate and support the recruitment and training of SAM festivals and events volunteers (SAM Crew) in partnership with senior staff

- Attend festivals and other events to supervise and support volunteers and coordinate SAM chill out spaces, including weekend, public holiday and after hours work as required, and work in collaboration as appropriate with SAM Coordinator Festivals and relevant stakeholders
- Maintain accurate records of program outcomes and all volunteer, festivals and events activities, and assist the SAM Coordinator, Festivals and Events with reporting using these records
- Meet annual KPI's of delivery of SAM program at festival or dance parties in NSW
- Develop and support the implementation of outcome measurement tools to facilitate funder reporting and track the effectiveness of SAM chill out spaces, other festivals and events activities, volunteer and staff training workshops and broader SAM program outcomes
- Prepare and collate monthly, quarterly and annual reports including maintenance of up to date data collection systems.
- Deliver SAM harm minimisation training to a variety of volunteers, staff and community groups as required
- Maintain and develop relationships with key partner organisations, supporters, volunteers and participants.
- Working in collaboration with the SAM Coordinator Festivals and Events, staff and managers, ensure the SAM festivals & events program is delivered in a cost effective manner in accordance with the program budget, funder expectations, Red Cross Strategy and quality standards including risk management and accounting requirements
- In accordance with Red Cross policy and legislation, ensure the effective management and resolution of SAM participant and volunteer issues, grievances and complaints
- Perform other duties as required by the SAM Coordinator Festivals and Events, and senior Managers.

■ Position Selection Criteria

Technical Competencies

(These are the specialist skills required for the role. Below are examples only)

- Experience working with and an understanding of issues affecting young people especially alcohol and other drug misuse
- Excellent interpersonal and stakeholder management skills, including experience working with people from a wide range of backgrounds and ability to work effectively in collaboration with internal and external stakeholders
- Event and volunteer coordination experience and demonstrated ability to coordinate SAM chill out spaces at all festivals and events
- Ability to recruit, train, support, coordinate and retain volunteers in line with relevant policies and procedures
- Demonstrated ability to deliver training and presentations
- Ability to implement organisational policies and contractual requirements relevant to the SAM program
- Proven highly developed organisational and time management skills
- Excellent records management and general office administration skills
- Demonstrated written communication, data collation, monitoring and evaluation, and report writing skills
- Proficiency in MS Office and experience using databases
- Ability to work flexible hours to engage volunteers and attend festivals and events including evenings, weekends and public holidays as required

Qualifications/Licenses

- Current Senior First Aid Certificate
- Current Drivers License

- A Working with Children check is a mandatory requirement for this role

Desirable

- Experience working with vulnerable communities in particular working with young people
- Experience in identifying the health needs within a community
- Certificate IV in Training and Assessment

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 identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **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 | 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 | 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 Code of Conduct 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