

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Program Support Officer	Department	MSP
Location	Western Australia	Direct/Indirect Reports	N/A
Reports to	Team Leader	Date Revised	October 2021
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 3	Job Evaluation No:	HRC0046422

### ■ Position Summary

Red Cross Migration Support Programs (MSP) is responsible for coordinating, leading and supporting complex national and local programs. The overall objective is to provide effective and responsive services to people who are vulnerable as a result of migration, such as those separated by war and disaster, refugees, asylum seekers and immigration detainees.

Further information on these programs is available on our website <http://www.redcross.org.au/migration-support.aspx>.

The Humanitarian Settlement Program (HSP) aims to build the skills and knowledge for social and economic well-being of refugees and humanitarian entrants. The HSP delivers Settlement Services to Clients through a tailored, needs-based case management approach.

The Program Support Officer provides administrative support to case managers working with clients in the Humanitarian Settlement Program according to the Case Management and Administration Guidelines. The Program Support Officer assists clients to complete essential paperwork and registrations, operates and maintains comprehensive MS Excel spreadsheet, and facilitates the completion of COVID-19-related administrative processes. The Program Support Officer reports to the Team Leader (Core Client Services) and works closely with Volunteers and Case Managers.

### ■ Position Responsibilities

#### Key Responsibilities

##### Facilitation

- Complete and coordinate necessary processes for linking clients into social, community and service networks
- Navigate government systems and processes to achieve administrative outcomes for clients.

##### Processing

- Ensure all invoices, expense claims and adjustment notes are entered in a timely manner
- Ensure claims for services are evidenced and made within HSP guidelines
- Verify services which have not previously been claimed prior to processing
- Upload data files relating to services delivered by Red Cross.
- Escalate promptly any issues that arise for service delivery and operations
- Operate government portal, action outstanding tasks, updating client records and maintain MS Excel spreadsheets

## ■ Position Selection Criteria

### Technical Competencies

- Excellent stakeholder communication skills including the ability to work with interpreters
- Excellent scheduling, record management, database systems and administration skills
- Demonstrated computer skills including proficiency in Excel
- Strong records management knowledge and experience
- Proficiency in MS Office or similar software databases

### Qualifications/Licenses

- Experience in business administration, information management, scheduling and logistics or similar, preferably with in a social or community service setting-
- Written and spoken proficiency in a secondary language (such as Hazaragi, Dari, Pashto or Spanish) is highly desirable but not essential.
- A Working with Children check is a mandatory requirement for this role

### Behavioural Capabilities

- **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 | 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 | 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.