

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Learning, Leadership and Culture Coach	Department	People and Culture
Location	Flexible	Direct/Indirect Reports	0
Reports to	Strategic Lead - Workforce Talent and Culture	Date Revised	Feb 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0031868

### ■ Position Summary

The Talent and Culture team enables the achievement of key organizational objectives. Working in an agile, creative and collaborative approach this team's intent is to attract, develop and keep great people to shape the culture and capabilities of Australian Red Cross. This role is one of a number of key roles within this team.

The purpose of this position is to ensure the effective development of our workforce learning, leadership and culture. This role is to ensure our learning is virtual, our leadership is ADAPTIVE and our culture is constructive – based in the behaviours of achievement, self-actualising, humanistic-encouraging and affiliative. Coaching is essential to this, along with an ability to engage with stakeholders and deliver our organisational outcomes using identified tools and resources.

### ■ Position Responsibilities

#### Key Responsibilities

- Conduct Culture debriefs and planning sessions using the Organisational Cultural Index
- Conduct capability and behavioural coaching using the Human Synergistics suite of tools
- Development and delivery and facilitation of leadership and capability development programs such as Leading First, Thrive and Excellence in Leadership
- Being able to make complex ideas and issues easy to understand and relatable to all people, regardless of experience or role
- Collaborate with Executive and senior leadership on critical role and development identification
- Conduct succession conversations and activities to support
- Identify and implement opportunities for continuous improvement of our leadership and cultural development programs, resources and initiatives
- Deliver programs and learning initiatives using virtual and online collaboration tools
- Support the growth of the key capabilities within our workforce to enable organisational change and strategic objectives
- Conduct 360 degree debrief sessions for relevant individuals
- Coach leaders at all levels within the organisation on their individual development needs using 360 degree feedback
- Facilitate team growth by developing team charters
- Role model the use of virtual learning resources and capability tools, coaching and collaborative work practices

- Work in collaboration with other members of the Talent and Culture team to ensure outcomes are delivered
- Seek external development opportunities for our people through engaging stakeholders to provide scholarships and mentoring
- Develop external network of facilitators, leadership and culture specialists, consultants and coaches

## ■ Position Selection Criteria

### Technical Competencies

- Proven highly developed organisational and time management skills
- Excellent records management and general office administration
- Strong experience in developing organisational and experiential learning approaches and materials
- Proficiency in MS Office and learning software, systems and databases
- Coaching and psychological assessment tool debriefing
- High proficiency in stakeholder engagement and influence
- Highly developed self-awareness and empathy
- Proficiency in virtual learning delivery

### Qualifications/Licenses

- Accreditation in Human Synergistics 360 and Organisational Cultural Measurement tools
- Coaching qualifications and minimum 5 years-experience delivering coaching to senior leadership level
- Tertiary qualifications in leadership/coaching and/or adult learning required

### 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.
- **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.

## ■ 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.