

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Regional Coordinator, Social Connectedness Program	Department	Community Programs
Location	Mowbray	Direct/Indirect Reports	Up to 50 volunteers
Reports to	Regional Manager	Date Revised	Oct 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	

### ■ Position Summary

The Regional Coordinator, Social Connectedness Program is responsible for implementing and operating the newly created Social Connectedness Program in the relevant region. The position involves the recruitment, training, support, matching and development of volunteers who will provide a range of support options to the eligible target group in order to promote their social connectedness. The position is responsible for ensuring that services are delivered in a manner consistent with organisational policies, procedures and standards as well as meeting the requirements of clients and the funding bodies. Work collaboratively with other Red Cross services to achieve improved outcomes for clients.

### ■ Position Responsibilities

#### Key Responsibilities

- The effective and efficient day to day delivery of the Social Connectedness Program
- **Volunteer recruitment and coordination** – recruitment and induction of suitable volunteers, conducting program specific training, matching clients and volunteers, monitor the progress of the supportive relationship, process volunteer reimbursements, maintain accurate records, and provide accurate, timely reports as required,
- **Client management and stakeholder engagement** – receive client referrals, conduct client interviews and assessments, advise clients of outcomes, conduct home risk assessment as necessary, review client progress in the Program, maintain accurate records and provide accurate, timely reports as required.
- **Stakeholder relationship building** – closely engage with all stakeholders to build respectful and effective working relationships.
- Work with the relevant manager and other team members to identify and implement strategies that result in continuous improvement of the program
- Work with the relevant manager to ensure that the program operates within funding guidelines, budget parameter, and organisational policies, procedures and standards
- Contribute to the effective management and resolution of client/resident and volunteer issues, grievances and complaints

## ■ Position Selection Criteria

### Technical Competencies

- Experience in the implementation and coordination of volunteer led community programs
- Well-developed communication and interpersonal skills including with people from a wide range of backgrounds
- Ability to follow and implement organisational policies and contractual requirements
- Experience in recruiting, managing and working with volunteers
- Proven organisational and time management skills
- 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
- Ability to build effective stakeholder relationships at all levels
- Strong affinity and experience with the target group of frail older persons
- Good records management and office administration skills including proficiency in the use of MS Office or similar software and experience using databases

### Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in community services or related fields
- Current drivers licence

### 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 | Managing my behaviours |** Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **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 | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

## ■ 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