

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Project Officer – Participation & Inclusion	Department	Migration Support Programs (MSP)
Location	State based	Direct/indirect reports	N/A
Reports to	Senior Officer – Participation & Inclusion	Date Revised	September 2018
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

### ■ Position Level Descriptor

An individual at the Team Member level is accountable for his/her 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

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants, people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. The focus of our work is to prevent and reduce the vulnerability of migrants, to protect them against abuses, exploitation and denial of their rights, and to facilitate opportunities to build on their strengths, and contribute to their communities.

Red Cross is responsive to the changing context and needs of migrants, and integrated in service delivery, activation and influence. We are connected locally, nationally and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses and government sectors. Migration Support Programs operates within an ongoing, adaptable model to ensure relevance and impact. Key to our work is the integration of human centred design principles along with locally sourced insights.

The Project Officer – Participation & Inclusion will contribute to Red Cross' work in increasing the economic and civic participation and belonging of migrants in transition. They will be responsible for the effective development, implementation and monitoring of relevant projects aimed at inclusion activities to increase community cohesion, capacity and sense of belonging; as well as working directly with migrants in transition, community, business and government partners to generate economic and civic participation and capacity building opportunities.

## ■ Position Responsibilities

### Key Responsibilities

- Development and implementation of project plans, evaluation and reporting mechanisms
- Ensure effective data collection, and monitoring and evaluation of relevant project activities to achieve strategic impact
- Engagement, consultation and collaboration with migrants in transition, business, education, community and government partners to generate civic and economic engagement opportunities for migrants in transition
- Implement relevant project activities, including (but not limited to) mentoring, paid work internships, employment brokerage, community conversations events in schools, workplaces and community groups, capacity building and empowerment workshops with communities
- Build capacity and empower others to act (both internally and externally) in supporting migrants in transition with economic and civic participation and community cohesion
- Collaborate on strategic projects
- Volunteer engagement and management
- Actively contribute to a positive work environment culture
- Other general responsibilities within the scope of this role

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated experience in project management, including program development, implementation and evaluation
- Sound and proven stakeholder engagement and partnership development skills and experience with a broad range of stakeholders
- Experience in increasing the capacity of others through development and training work
- A sound understanding of the principles of social cohesion
- Demonstrated experience in the migration policy and/or service context, including a sensitive awareness of the experience of people impacted by migration – particularly in relation to social cohesion
- Highly developed written and verbal communication and negotiating skills
- Proven ability to work across multiple functions and manage priorities
- Highly organised and strong attention to detail
- Ability to manage complex issues with appropriate discretion in a highly political environment
- Proficient in MS Office or similar software and experience using databases

### Qualifications/Licenses

- Relevant qualifications and/or experience in the community sector
- A Working with Children check is a mandatory requirement for this role

## Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**  
Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings
- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**  
Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions
- **ACHIEVE | Evaluate and Improve | Evaluates processes or programs to drive continuous improvement**  
Addresses current opportunities or challenges to improve efficiency and effectiveness | Monitors own performance to meet expectations | Evaluates processes to identify continuous improvement opportunities
- **LEAD | Being Strategic | Identifies optimum strategic responses in a changing environment**  
Aligns own work activities to Red Cross strategic goals | Ensures short term goals and objectives are achieved
- **LEAD | Manage Performance | Sets clear goals and expectations and is accountable for outcomes and behaviour**  
Demonstrates a clear understanding of own role and the performance standards expected | Sets high personal standards | Sets clearly defined objectives for own role
- **COLLABORATE | Share Information and Communicate Effectively | Shares information consistently and transparently**  
Proactively shares information and ideas | Actively listens to aid understanding | Ensure others have a chance to offer a point of view | Asks questions to clarify situation | Encourages others' point of view

## ■ 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