

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Project Officer, In Search of Safety	Department	Migration Support Programs (S/T role)
Location	various	Direct/Indirect Reports	Volunteers
Reports to	MSP Lead OR relevant Team Leader	Date Revised	December 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0011325

■ Position Summary

Australian Red Cross' 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.

This role will lead Red Cross' local work in increasing inclusion activities, specifically the roll out and expansion of In Search of Safety education program, and related community engagement models. They will form partnerships to activate change for greater engagement in civic, economic and community participation for migrants in transition.

The role will work closely with local leadership and contribute to a nationwide Community of Practice in the planning, research, development, implementation and evaluation of this program which is directly related to the strategic priorities of Red Cross.

■ Position Responsibilities

Key Responsibilities

Provide local leadership and nationwide collaboration in developing and expanding In Search of Safety Schools Education Program; including but not limited to:

- Coordination of the relevant State/Territory delivery of *In Search of Safety* Schools Education Program including promotion, planning, logistics.
- Management and development of relevant stakeholder relationships such as schools, volunteers, community organisations and members, agencies, local government, Red Cross branches.
- Oversight and accountability for local implementation, ensuring the program is well run, regularly evaluated and continually reviewed for quality improvement in service delivery.

- Development, training and support to a pool of volunteer facilitators and speakers to deliver the program to Red Cross standards.
- Ongoing development of systems and processes.
- Ensure effective data collection, and monitoring and evaluation of inclusion activities to achieve strategic impact and funding reporting requirements.
- Provide marketing support as required, including (but not limited to) the development and distribution of In Search of Safety promotional material.
- Work as part of a nationwide community of practice sharing lessons learned and building on successes and challenges.
- Collaborate with colleagues from across the country on resources, presentations, training, insights and skills whilst generating shared impact on outcomes
- Collaborate with the Red Cross Engagement team to share stories that promote and highlight the impact of inclusion.
- Planning for future development of the program to maximize its reach and impact on students, teachers, communities and organisations.
- Continual development and sourcing of resources required for the program.
- Actively contribute to a positive work environment culture
- Provide ongoing support to other special projects, as requested.

■ Position Selection Criteria

Technical Competencies: Essential

- Demonstrated cultural competence and the ability to work with people from diverse backgrounds.
- Sound knowledge and understanding of the issues impact migrants in transition in the community, and inclusion issues more broadly.
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders.
- Proven capacity to be adaptive and resilient and to work independently in a self directed manner, and also as a member of a team.
- Strong communication skills (written and verbal), and demonstrated presentation and facilitation skills, particularly to groups of young people.
- Proven ability to collaborate, learn and contribute to achieve outcomes
- High level administration skills, including ability to develop reports and maintain records/databases.
- Ability to develop and organise events in accordance with program needs or priority occasions.
- Demonstrated capacity to evaluate existing and implement new programs aligned with strategic directions to ensure continuous improvement.
- Experience in and commitment to working as part of a flexible, diverse and multidisciplinary team within a matrix structure.
- Experience in recruitment, management, engagement and development of volunteers.

Qualifications/Licenses

- Tertiary qualifications in education, social sciences, humanities, or community development.
- Valid full Australian drivers licence.

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

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 | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **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.
- **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.

■ 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