

POSITION DESCRIPTION – TEAM LEADER

Position Title	Mobilisation Team Leader	Department	Community Mobilisation
Location	Various	Direct/Indirect Reports	2-5
Reports to	Manager	Date Revised	April 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0036061

■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ Position Summary

Australian Red Cross is part of one of the largest humanitarian movements in the world seeking to build a better society based on people helping people. For more than 100 years, we have connected and mobilised thousands of volunteers and members across Australia and internationally to take humanitarian action. Our Strategy outlines six ambitious goals that are driving us to reimagine what it means to volunteer and take action. In particular, under Goal One, we want to build an inclusive, diverse and active humanitarian movement, making it easy for millions of Australians to do more good. As part of this emerging strategic direction, the Community Mobilisation teams were established to boost our efforts in reimagining the future of taking action at scale and address complex social issues through the power of humanity.

The Mobilisation Team Leader requires leadership, communication, people and project management skills and experience with an ability to inspire and motivate others. This role will lead confidently in an ambiguous, changing environment while consistently adding value across a wide-range of thematic and context areas. Individuals and/or communities will benefit from this role's high level management experience to connect people and use a range of approaches to optimise performance on humanitarian action, within a consumer and humanitarian focused way.

■ Position Responsibilities

Key Responsibilities

- Contribute to the development and implementation of the Strategy for volunteers and members.
- Providing operational leadership to the Mobilisation team to deliver on the Strategy and ensure systems, processes and practices are efficient and streamlined.
- Provide regular reporting against strategy as well as showcasing learning and progress from initiatives.
- Implement innovative ways to engage people to take humanitarian action with a focus on scale and impact.
- Coordinate a volunteer and member engagement strategy to connect and motivate people to take humanitarian action in line with Red Cross Strategy. This include the use of digital technology, social media, hosting or participating in external events, and creating stories and case studies to share.

- Support workforce planning across Red Cross programs to ensure Red Cross is able to deliver on key initiatives across various areas of interest (i.e. justice programs, disaster response, preparedness and recovery, social inclusion, migration, place-based development).
- Provide technical support and advice, where required, to internal leadership staff and existing/new local partners on humanitarian action approaches, systems, processes, tools, etc.
- Coordinate organisational compliance requirements for all volunteers and members and ensure they are meeting both internal and external legislative standards, accreditation and contractual obligations.
- Represent Red Cross at external events and stakeholder meetings as required.
- Connect and build relationships and opportunities with external key stakeholders such as peak volunteering bodies, agencies to promote and engage new volunteers and members.
- Build connections with peers and participate as a member of the local leadership teams where applicable.
- Ensure volunteers are embedded and support the Community Activation team with key pieces of work and ongoing administration and projects.

■ Position Selection Criteria

Technical Competencies

- Experience in leading community and/or humanitarian projects.
- Ability to operate strategically and innovatively in the application of humanitarian approaches and methods with skills and competencies to transfer strategy to the organisational operating environment.
- Excellent leadership, communication and interpersonal skills to build rapport and establish positive and constructive relationships with potential partners, community members, Red Cross staff and other key stakeholders.
- Strong conceptual, analytical and problem solving skills with proven ability to identify issues, provide detailed analysis and determine appropriate courses of action for achieving goals in a complex organisation.
- High level negotiation skills with an ability to manage stakeholder expectations.
- Range of coaching, mentoring and management skills in order to manage day to day operations as well as operate more broadly to facilitate and link individuals, networks and groups to collective humanitarian action
- Understanding and use of communication, social media and technology to achieve greater penetration for positive social change and humanitarian action.

Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role.
- Current Australian drivers license.

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Collaborating** | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.
- **Organisational effectiveness | Innovating and improving** | Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

■ 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.