

POSITION DESCRIPTION – TEAM LEADER

Position Title	Stakeholder Engagement Lead – FV Pilot Program	Department	Migration Support Programs
Location	Melbourne	Direct/Indirect Reports	2
Reports to	MSP Ops Manager – NSW MSP State Lead – QLD/TAS	Date Revised	Apr 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0035322

■ Position Summary

Red Cross welcomes the federal government's \$10 million investment in dedicated support for people on temporary visas who are experiencing domestic and family violence. This includes Red Cross providing financial assistance to this group, as an extension of the current nationwide emergency relief program. Under the year-long pilot, working alongside family and domestic violence agencies, Red Cross will provide up to \$3000 in financial assistance to those eligible, to help cover expenses such as accommodation, food, and medical care. The pilot will also support referrals and, where specialist agencies are unable to help, provide short-term casework support.

The role will build collaborative relationships and partnerships with the family violence sector to support their understanding of and capacity to respond to the needs and barriers facing temporary visa holders experiencing family violence. The role is responsible for the coordination of pilot practice, tools and processes that support building relationships and referral pathways into mainstream and the community sector to support our response to migrants in transition impacted by family violence. The Stakeholder Engagement Lead will be responsible for final approval of applications and provide financial accounting and administration support.

The Stakeholder Lead will also be responsible for overseeing and supporting the day-to-day work of Complex Caseworkers who will be providing casework support to clients experiencing multiple and complex vulnerabilities, including (but not limited to) physical and mental health concerns, family violence, protection concerns, homelessness, labour exploitation.

■ Position Responsibilities

Key Responsibilities

- Research and document clear referral pathways into mainstream and other services that can support migrants in transition in response to COVID-19 and who are impacted by family violence and financial hardship
- Provide leadership, guidance and support to Complex Caseworkers across programs
- Ensure adequate resources to meet fluctuating volumes of work
- Provide day-to-day operational support to transactional processing requirements including working from home provisions

- Provide day-to-day financial accounting support including income allocation and reconciliations
- Provide oversight of daily processing to ensure financial and transactional operations meet compliance guidelines with agreed financial and industry standards and deliver on agreed business requirements
- Coordinate the documentation of risk, issue and business process improvement across the team
- Review applications submitted for payment approval to ensure documents meet requirements
- Identify and assist to resolve potentially fraudulent applications
- Ensure the effective running of quality client service delivery
- Provide support in managing complex cases and escalated issues
- Coordinate collection of data and insights across the sector on barriers, needs and emerging opportunities arising from the pilot
- Participate and engage with a broad range of diverse networks, sectors, migrant specific community engagement, and other stakeholder interaction opportunities
- Build collaborative relationships and partnerships with the family violence sector to support their understanding of the needs and barriers facing temporary visa holders experiencing family violence.

■ Position Selection Criteria

Technical Competencies

- Demonstrated understanding of contemporary family issues including family and domestic violence; the physical, emotional, psychological and behaviour impact of trauma and abuse; homelessness; child protection; poverty; mental health; AOD and knowledge of support services available to address these issues
- Demonstrated experience and achievement in stakeholder engagement and capacity building
- Demonstrated ability in understanding, developing and implementing financial reconciliations and management of income strategies within a financial environment
- Experience and/or ability to follow and implement organisational policies and contractual requirements relevant to the sector
- Strong communication, collaboration and interpersonal skills
- Ability to map business processes and interdependencies through effective consultation and feedback
- Effective leadership skills and demonstrated ability to manage a team
- Demonstrated cultural competence and the ability to work with and lead teams of people from diverse backgrounds
- A sound understanding of the social political issues and needs impacting migrants in transition
- Demonstrated skills and experience engaging with people who have experienced grief, loss, exploitation, torture, trauma and/or post-traumatic stress and uncertainty
- Demonstrated experience in financial management or administration
- Ability to analyse and report on financial data
- Ability to investigate and resolve complex issues
- Highly developed organisational and time management skills with the ability to meet deadlines in a highly pressurised environment
- Highly Proficient in Database management, Microsoft Excel and Outlook.

Qualifications/Licenses

- Relevant qualifications, skills and/or equivalent experience in Social Work, finance management or finance administration.

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.
- **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.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.
- **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.