

## POSITION DESCRIPTION – **MANAGER**

Position Title	Project Lead – FV Pilot	Department	MSP
Location	North Melbourne	Direct/Indirect Reports	Direct – 2, Indirect – 20+
Reports to	Manager – Safety Net	Date Revised	Apr 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 6	<b>Job Evaluation No:</b>	HRC0017989

### ■ 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' 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.

In response to COVID-19, Red Cross is working alongside the Victorian Government to provide additional financial support for vulnerable Victorians who are on temporary visas and experiencing financial hardship as a result of the pandemic. The program aims to reduce financial, health and wellbeing distress for vulnerable temporary migrants living in Victoria during the pandemic.

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.

This position is responsible for overarching accountability in ensuring seamless delivery of this pilot. This role will develop, deliver and support staff to deliver the program.

## ■ Position Responsibilities

### Key Responsibilities

- Develop an operational plan for the program to ensure teams are rapidly mobilized with appropriate tools and resources to deliver the program objectives.
- Leading, implementing and providing ongoing support for the program including acting as a key liaison for the project with internal and external stakeholders
- Responsible for oversight of client interactions and ensuring the program provides support to clients in an appropriate and accessible way
- Responsible for taking decisions in timely manner to address bottleneck in the workflows providing financial assistance and family violence referrals to clients in a prompt manner
- Responsible for implementation of payment systems and all escalations from program staff
- Rapidly develop and implement operational processes and planning documents including risks and risk mitigation processes
- Lead compliance practise, risk management accountability and reporting requirements in accordance with funding requirements and MSP objectives
- Identify, analyse and raise key policy issues
- Coach, mentor and develop direct reports in order to achieve both financial and non financial outcomes
- Ensure budgets are met by achieving set revenue targets, and managing controllable costs/expenses
- Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety.

## ■ 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 operational management role in high-risk and time-pressured environment
  - Demonstrated project and change management skills and the ability to take initiative and self-organize as well as work effectively within a team environment to deliver successful project outcomes.
  - Demonstrated people and organisational influencing skills
  - Highly developed stakeholder management skills
  - Highly developed verbal and written communication skills including the ability to conduct research and prepare briefing notes
  - Demonstrated technical and analytic skills with the ability to communicate complex data security, process and information systems to a wide variety of audiences
  - A working knowledge of MS office and some database management experience
- Qualifications/Licenses
- Tertiary qualification, preferably in social policy, human services, community services or equivalent experience.

### Behavioural Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.

- **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 | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **Organisational effectiveness | Focussing on clients |** Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

## ■ 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