



Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

Our Values

We are part of a movement.



We Respect

As humanitarians, we put people first, listening to, understanding and respecting each other.



We aspire

We are curious, optimistic and we learn, because we want to do and be better.



We collaborate

We achieve our best by bringing people together on shared goals.



We stand up

We face challenges and opportunities with courage and compassion.



We deliver

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Are committed to protecting the rights of all people, particularly those who may be experiencing vulnerability. We want the people we work with to feel safe, be safe and free from abuse of any kind. We are a child safe organisation. We have zero tolerance for child abuse. We value, respect, and listen to children and are committed to supporting child safety and wellbeing in our work
- Demonstrate skill, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Are committed to building a culture informed and characterised by the principles of diversity, equity, inclusion, and belonging. Australian Red Cross people are supported to understand and embed these principles into their leadership of self, others, teams, and workflow

Position Description

Position Title	Regional Coordinator Aged Care Services	Department	Community Programs
Location	Tasmania	Direct/Indirect Reports	Nil (up to 50 Volunteers)
Reports to	Regional Manager	Date Revised	June 22
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	4	Red Cross Job Grade	4
Job Level	Team Member	Job Evaluation No:	HRC0070764

Position Summary

The Regional Coordinator is responsible for the effective delivery of the Aged Care Services.

Service delivery is provided by volunteers and the Coordinator is responsible for the recruitment, selection, training, ongoing support, matching and development of volunteers who will provide a range of support options to the eligible target group in order to promote their social connectedness. The position is responsible for ensuring that services are delivered in a manner consistent with organizational policies, procedures, and standards as well as meeting requirements of clients and funding bodies. Work collaboratively with other Red Cross services to achieve improved outcomes for clients.

The Coordinator works under the direction of the Regional Manager as part of the Community Programs department (CP).

Position Duties

Key responsibilities/accountabilities

- The effective and efficient day to day delivery of Aged Care Services
- Volunteer recruitment and coordination – recruitment and induction of suitable volunteers, conducting program specific training, matching clients and volunteers, monitor the progress of the supportive relationship, process volunteer reimbursements, maintain accurate records, and provide accurate, timely reports as required,
- Client management and stakeholder engagement – receive client referrals, conduct client interviews, advise clients of outcomes,, review client progress in the Program, maintain accurate records and provide accurate, timely reports as required.
- Stakeholder relationship building – closely engage with all stakeholders to build respectful and effective working relationships. Liaise with designated Aged Care Facilities, Aged Care Package Providers, Regional Assessment Service and Aged Care Assessment Team.
- Work with the relevant manager and other team members to identify and implement strategies that result in continuous improvement of the program
- Work with the relevant manager to ensure that the program operates within funding guidelines, budget parameter, and organisational policies, procedures and standards
- Contribute to the effective management and resolution of client/resident and volunteer issues, grievances and complaints

Key relationships

- Staff members and Volunteers
- Internal departments – IT and HR
- Clients
- Community Members
- Referring Agencies
- My Aged Care
- Regional Assessment Service
- Aged Care assessment Team
- Aged Care Facilities
- Home Care Package Providers

Person Requirements

Key Behavioural and Technical Capabilities

- Demonstrated analytical skills to make sense of complex and sometimes contradictory information to effectively solve problems
- Ability to follow and implement organisational policies and contractual requirements
- Proven organisational and time management skills
- Ability to develop and deliver innovative service and strategic initiatives within budget constraints
- Ability to build strong customer and client relationships and delivers customer-centric solutions. Take ownership and identify solutions rather than waiting for others to take the lead
- Embrace a growth mindset - curious by nature and proactively seeks to continuously learn and grow, and values how we deliver outcomes
- Innovate - most often through a series of small steps that ultimately lead to a much larger impact
- Embrace diverse lived experiences, treat others with respect and create inclusive, welcoming environments
- Create psychological and culturally safe spaces by adopting an inclusive and growth mindset
- Achieve inclusive outcomes by bringing people together to work towards common goals (both internally and with external partners)
- Honest and transparent in engagement with others. Work to build relationships based on trust, empathy, and respect
- Proactively call out and address workplace, health, safety, and inclusion concerns to help keep people safe and supported
- Face new opportunities, difficult challenges, change, and uncertainty with courage, compassion, and enthusiasm
- Seek to make a significant positive impact in the lives of people and communities
- Set ambitious goals and partner with others to achieve them

Experience

- Experience in the implementation and coordination of volunteer led community programs
- Well-developed communication and interpersonal skills including with people from a wide range of backgrounds
- Experience in recruiting, managing and working with volunteers

- Strong affinity and experience with the target group of frail older persons
- Good records management and office administration skills including proficiency in the use of MS Office

Qualifications

- Relevant tertiary qualifications, skills and / or experience in community services or related fields

Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

Key Job Requirements

Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	No
Driver's License	Yes
A clearance to work with vulnerable adults	Yes
Police check	Yes - every 3 years
National Disability Insurance Scheme (NDIS) check	No
Evidence of up to date* vaccination against COVID-19	Yes

**As per latest definitions by the Australian Technical Advisory Group on Immunisation (ATAGI), or who have a medical exemption based on ATAGI guidelines*