

## POSITION DESCRIPTION – TEAM MEMBER

<b>Position Title</b>	Restoring Family Links Field Officer	<b>Department</b>	Migration Support Programs
<b>Location</b>	State based	<b>Direct/Indirect Reports</b>	Nil
<b>Reports to</b>	State Lead - Migration / Team Leader - Operations	<b>Date Revised</b>	April 2018
<b>Industrial Instrument</b>	Choose an item.	<b>Job Grade</b>	Job Grade 4

### ■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any other staff reporting to them on a day to day basis.

### ■ 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. Key to our work is the integration of human centred design principles along with locally sourced insights.

The Restoring Family Links (RFL) service is a core program provided as part of Australian Red Cross Migration Support Programs (MSP) and forms part of the international Red Cross Family Links network. The RFL service provides expedient and quality delivery of international tracing services. These services aim to restore contact between family members and provide information about missing relatives whose separation is caused by war, conflict, disaster or migration.

The RFL Field Officer will provide support and referral to individuals, families and communities affected by conflict, disaster or migration; assess requests for assistance to locate family members; and provide restoring family links services. The RFL Field Officer will develop, build and maintain stakeholder relationships, and train and supervise volunteers to assist in delivery of the service, contribute to the promotion of service, and disseminate community education projects to the wider population. The role requires coordination with colleagues nationwide and across MSP and other areas of Australian Red Cross.

## ■ Position Responsibilities

### Key Responsibilities

- Conduct comprehensive 'Restoring Family Links' interviews and assessments of needs with clients from diverse backgrounds, utilising relevant RFL tools in accordance with Red Cross policies and procedures.
- Manage a caseload, including local and remote cases, maintaining accurate and up to date client records, ensuring that records are of a high written standard and that security and confidentiality of client information is maintained. Communicate with international Red Cross Movement partners on RFL cases, in adherence to Family Links network protocols.
- Participate in a nationwide centralised intake system, including responding to phone and email enquires of a sensitive and complex nature.
- Analyse case information, apply global political knowledge and utilise advanced problem solving skills to locate missing persons, and share analysis with team members.
- Participate in regular case audits and reflection, and identify and discuss complex client issues with the Technical Advisor – RFL providing technical supervision.
- Build and maintain strong engagement with key community stakeholders to conduct assessments of RFL needs with new and emerging communities, increase awareness of RFL, build community capacity and maintain relationships with culturally and linguistically diverse communities.
- Develop and maintain appropriate referral protocols and effective relationships with other agencies in order to link clients into other support and community networks as required.
- Work in collaboration with other Red Cross program counterparts to ensure best practice and sharing of resources and knowledge.
- Actively participate in nationwide RFL team activities, including meetings, workshops, supervision, team building activities and practice improvement meetings.
- Contribute to the ongoing evaluation and development of service.
- Actively progress MSP's contribution to community development through involvement in internal and sector networks, events and project work.
- Lead and contribute to projects as required.
- Participate in volunteer recruitment and work collaboratively with and provide supervision to volunteers.
- Travel to other S/T locations and to immigration detention facilities within Australia may be required.

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated experience in the provision of complex casework, assessment, and information and referral services
- Well-developed knowledge of grief, loss and trauma including demonstrated experience in assessment and delivery of complex and sensitive information to vulnerable clients
- Demonstrated understanding of refugee and other settlement issues, and highly developed skills engaging culturally diverse communities utilising community development approaches
- Demonstrated cultural competence and the ability to work with people from diverse backgrounds.

- Highly developed communication skills, including cross-cultural communication, working with interpreters, public speaking, and humanitarian diplomacy
- Demonstrated experience leading and supporting volunteers
- Demonstrated ability to negotiate, liaise, advocate and network with internal and external stakeholders
- Proven experience in operating within a confidential and politically sensitive service environment and managing sensitive and confidential material
- Advanced analytical skills, thorough knowledge of global political issues and diverse cultures, and ability to investigate trends in population movements and humanitarian responses.
- Proven capacity to be adaptive and resilient and to work independently in a self directed manner, and also as a member of a team.
- Proven ability to work across multiple functions and collaborate effectively with a range of internal and external stakeholders.

### Qualifications/Licenses

- A relevant tertiary qualification in Social Work, Community Development, Human Services or related fields, and/or demonstrated experience in a relevant field.
- Current Drivers licence.
- A Working with Children Check and an Australian Federal Police National Police check are mandatory requirements for this role.

### Behavioural Capabilities

- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**  
Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions
- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**  
Demonstrates an understanding of the work of the domestic and international elements of the organisation | Understands and works within levels of authority and delegation | Understands and implements the policies and procedures of Red Cross | Understands the origins of the Movement and basic principles of International Humanitarian Law
- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**  
Applies knowledge and skills to achieve results | Operates objectively and calmly to achieve outcomes | Pursues goals with tenacity
- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**  
Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support

### ■ 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 Code of Conduct and Child Protection Code of Conduct

- Comply with the Work Health and Safety management system
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Undertake a police check prior to commencement and every 3 years thereafter
- 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