

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Program Officer	Department	Community Programs
Location	North Melbourne	Direct/Indirect Reports	Nil
Reports to	Team Leader, Social Connections	Date Revised	Mar 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC00334430

### ■ Position Summary

The Programs Officer (PO) is responsible for the effective delivery of the Community Visitors Scheme in the Greater Melbourne region. All services are in line with Red Cross' strategic direction which outlines 7 key areas of work and the ways in which Red Cross works. Service delivery is provided by volunteers and the PO is responsible for the recruitment, selection, training and ongoing support of volunteers and to ensure the program is run according to program guidelines and Red Cross policy. The PO works under the direction of the Team Leader as part of the Community Programs department (CP).

This role requires travel throughout the Greater Melbourne region and occasionally attend a meeting or support a team member in a regional area, which might include an occasional overnight stay.

### ■ Position Responsibilities

#### Key Responsibilities

- The effective and efficient day to day delivery of the CVS Program for home visiting and aged care facility visits. These activities include client assessment, volunteer induction/program specific training, stakeholder engagement, matching and support
- Maintain accurate records of all volunteers, clients, their matches along with their progress through their placement and assist the Team Leader when required with reporting, using these records
- Work with the Team Leader and broader team to continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles Maintain accurate records of all volunteers, clients and assist the Visiting Services Manager when required with reporting using these records
- Work with the Team Leader to ensure that the program operates within budget and in accordance with approved Red Cross and relevant accounting standards
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of stakeholder, client and volunteer issues, grievances and complaints
- Develop and maintain positive working relationships with internal and external stakeholders including communication with Home Care Package providers and Lifestyle Co-ordinators across the Greater Melbourne region to facilitate client referrals and matches and to ensure an awareness of community services needs within the broader community
- Contribute as a team member to develop and implement plans for maintaining, reviewing, transitioning and expanding existing programs in Community Programs
- Contribute to shared Community Programs strategic planning, goals and actions.

## ■ Position Selection Criteria

### Technical Competencies

- Strong affinity and experience with the target group of older persons living within the community and in receipt of packaged in-home care or residential care
- Ability to follow and implement organisational policies and contractual requirements
- Experience in establishing networks and building new relationships with external stakeholders
- Proven highly developed organisational and time management skills
- Experience working with and/or managing volunteers would be very well regarded
- Well-developed skills in the recording of information into a data base, use of Microsoft Office suite (Excel in particular) and Microsoft Outlook
- Ability to develop and deliver innovative service and strategic initiatives within budget constraints
- Well-developed analytical, problem solving and decision making abilities with strong attention to detail
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Demonstrated experience in working within a team and with limited supervision
- Fluency in spoken and written English.

### Qualifications/Licenses

- Current Drivers Licence.

### Behavioural Capabilities

- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **Organisational effectiveness | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

## ■ 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.