

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Emergency Services Officer – Community Resilience and Recovery	Department	Emergency Services (WA)
Location	Great Southern	Direct/Indirect Reports	Nil
Reports to	Emergency Services Coordinator – Community Resilience	Date Revised	Jul 2020
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0019937

■ Position Summary

As a humanitarian organisation, the role of Australian Red Cross before, during and after an emergency is to provide support to individuals and communities to reduce the psychosocial impacts of an emergency. The Emergency Services Officer - Community Resilience & Recovery plays a key role in building internal and external stakeholder relationships to create and deliver evidence-based models of emergency services and programs in Western Australia.

The role will build the capacity and capability of Red Cross volunteers, members and staff to deliver services that support communities before, during and after emergencies.

The role will utilise community development principles to build partnerships at a local level to increase community resilience and the knowledge and capability of stakeholders and partners.

■ Position Responsibilities

Key Responsibilities

- Under the direction of the Community Resilience and Recovery Coordinator, deliver a range of activities and projects in keeping with the WA Red Cross Operational Plan and WA Emergency Services strategic priorities, to improve and grow the ability of communities to prepare for emergencies, respond to their occurrence and thereafter support community recovery in the Great Southern region
- Working in collaboration with the Red Cross Volunteer Hub, engage, recruit, and train and support place based volunteers to deliver preparation, response and recovery activities and programs
- Maintain Red Cross capacity and capability across the Preparedness, Response and Recovery functions
- Implement a train the trainer approach to build local volunteer capacity for the delivery of programs.
- Deliver and facilitate external education and training to local communities, Local Government, schools and other stakeholders as and when required
- In collaboration with the Red Cross volunteer hub, ensure volunteers and members are aware of and supported to access the range of volunteering opportunities available within Red Cross
- Develop and maintain meaningful relationships with internal and external stakeholders to promote the work of Red Cross and the opportunities available

- Actively seek funding opportunities to support the delivery of activities in order that these can be sustained
- Ensure that the program operates within budget and in accordance with approved Red Cross accounting, volunteer and ethical standards, policies and guidelines
- In the event of an emergency, undertake roles as required to maintain operational requirements.

■ Position Selection Criteria

Technical Competencies

- Proven highly developed organisational and time management skills
- Ability to work collaboratively and negotiate outcomes with a diverse range of stakeholders
- Excellent interpersonal skills and ability to communicate effectively both verbally and in writing
- Demonstrated ability to work autonomously (The position will be required to work remotely from the Red Cross Head Office)
- Demonstrated ability to manage multiple tasks and deliver outputs within specified time frames
- Proven competency in delivering training including train the trainer approaches and presentations to a range of stakeholders
- Excellent records management and general office administration
- Demonstrated ability to identify funding opportunities, engage with potential funders, develop, and write grant proposals.

Qualifications/Licenses

- Certificate IV in training and development or equivalent
- A Working with Children check is a mandatory requirement for this role and current police clearance
- Current and valid Driver's Licence.

Other

- Availability to work outside standard business hours is a requirement of this role as overnight stays in regional areas may be required.

Desirable

- Qualifications and/or experience in community development and/or emergency services
- Demonstrated experience working with and supporting volunteers.

Behavioral 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 | Managing my behaviours |** Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **Team effectiveness | Collaborating |** Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.

- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **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.

■ 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 3 years thereafter. Police check renewals may be required earlier than 3 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