

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Support Officer, Response Team	Department	International Programs and Movement Relations
Location	Head office, Melbourne	Direct/Indirect Reports	N/A
Reports to	Response Advisor	Date Revised	12/01/2022
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 3	Job Evaluation No:	

■ Position Summary

The purpose of the Support Officer is to support emergency response, recovery and institutional preparedness activities as part of ARC's engagement in global Red Cross and Red Crescent Movement disaster and crisis operations. This role will support the development of key information products and reports for the ARC Response team including proposals and narrative reports for donors, briefing documents and data visuals as well as monitor progress towards outcomes and milestones with funding agreements. The role will also involve supporting internal dissemination of information and knowledge management. The role will also support the workload of ongoing Response Team projects, ensuring they stay on track during periods of high activity.

■ Position Responsibilities

Key Responsibilities

- Conduct weekly, global monitoring, analysis and reporting of disasters and crises – utilising Red Cross Red Crescent information platforms, disaster monitoring sites, and social and news media sites
- Production of tailored data visuals, infographics, briefing documents and narrative reports for donors and internal audiences as required.
- Together with the Program Officer, manage the Response Team standard operating procedures revision project.
- Provide dedicated project management and administrative support to the planned Data and Information capacity building project.
- Provide administrative support for the management and reporting on international emergency appeals and monitor progress towards outcomes and milestones within ARC funding agreements and the department's Performance Assessment Framework (PAF).
- Management of the International Response Team's information, communication, document storage and access within MS Teams and the department's Program Information and Management System (PIMS)
- Conduct guided desktop research on ARC and International Federation of Red Cross and Red Crescent Societies (IFRC) program impacts and opportunities in disaster and crisis contexts
- Provide administrative support to emergency activations, internal coordination meetings and other ad hoc program functions as required.

■ Position Selection Criteria

Technical Competencies

- Interest in international disaster and crisis response and risk reduction
- Proven ability to work to deadlines (project experience would be valued)
- Proficient in research, information analysis and data presentation.
- Skilled in writing across a range of reporting formats, including formal communications.
- Methodical approach with strong attention to detail.
- Demonstrated ability to be flexible, adaptable and collaborative.
- Able to employ initiative and creativity in approach to work.

Qualifications/Licenses

- Tertiary education in disaster management, development, or international relations with a focus upon international humanitarian aid sector.

Behavioural 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.
- **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 | Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.
- **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.