

POSITION DESCRIPTION – TEAM LEADER

Position Title	Team Leader – Recovery & Resilience (Central)	Department	Emergency Services
Location	Sydney	Direct/Indirect Reports	1-5
Reports to	State Lead, Recovery and Preparedness	Date Revised	Feb 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0032943

• Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

• Position Summary

This role will report to the State Lead, Recovery & Preparedness and will have a strong focus on community engagement, implementing sustainable and effective community disaster preparedness and recovery initiatives aimed to increase community capacity to support a strong, positive recovery and to better prepare for future disaster events. The role will lead a regional team of Recovery Officers facilitating collaboration and supporting them to deliver recovery programs in their areas. The role requires a self-motivated and proactive person, able to manage their own time effectively, with strong attention to detail and organisational skills.

On a day-today basis, the role will work with key internal and external stakeholders ensuring the program objectives are delivered on time and within budget.

• Position Responsibilities

Key Responsibilities

- Coach, mentor and develop direct reports in order to achieve both financial and non financial outcomes
- Utilise the Red Cross Performance Review & Development system to ensure that all staff have a development plan in place and that performance is regularly monitored
- Ensure budgets are met by achieving set revenue targets, and managing controllable costs/expenses
- Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety
- Development of a recovery and preparedness plan appropriate for the local community, organisations and agencies
- Actively engage with local community groups, agencies and committees, seeking ways to ensure connection between local volunteers and Red Cross programs
- Provide guidance, support and advice to community groups, local organisations and local council on best practice recovery and preparedness initiatives
- Implement new and innovative ways for community and volunteers to engage with Red Cross initiatives and programs.

- Liaise with key stakeholders including local Government, emergency services agencies, Community Service providers, and community groups in the delivery of recovery and preparedness initiatives
- Engage with, develop, and support local volunteers' **participation in the Recovery Program**
- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan / strategy.

• Position Selection Criteria

Technical Competencies

- Experience in managing both staff and volunteers
- Highly developed understanding and experience in community development and/or emergency management
- Demonstrated experience in program management, including design, analysis and implementation of projects within a multi-site environment
- Ability to manage and work effectively as part of a team and within a matrix management structure
- Demonstrated ability to engage with and influence internal and external stakeholders at various levels
- Well-developed analytical, problem solving and decision making abilities
- Excellent public speaking, presentation and interpersonal skills, both written and oral
- Proficiency in MS Office.

Qualifications/Licenses

- Relevant tertiary qualifications, and/or experience in the community or emergency sector
- Drivers licence
- **A working with Children's Check is mandatory for this role.**

Behavioural Capabilities

- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **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 | Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.

• 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.