**POSITION DESCRIPTION – TEAM MEMBER**

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| Position Title | Senior Community Activation Officer | Department | Volunteer and Community Activation |
| Location | Adelaide, South Australia | Direct/Indirect Reports | 0 employees, up to 10 volunteers |
| Reports to | Manager Volunteer and Community Activation | Date Revised | January 2019 |
| Industrial Instrument | SA Enterprise Bargaining Agreement | | |
| Job Grade | Job Grade 3 | | |

■ **Position Summary**

The Senior Community Activation Officer (SCAO) will be responsible for the effective recruitment, integration and engagement of volunteers within the Australian Red Cross (ARC) and to develop strategies to drive and influence projects which focus on making volunteering easy, accessible, social and timely with a focus on the delivery of a consistently outstanding experience for volunteers. This includes support for volunteers, members and key partners with a focus on inclusion (including young people, people with disability, people who identify as Aboriginal or Torres Strait Islander, and people from culturally diverse communities).

An individual at the Team Member level, the SCAO will have a high level of autonomy and is accountable for their own performance. This role will assist other team members to prioritise day to day operations in collaboration with the Manager.

This role will drive innovation, compliance, and best practice that can be replicated with an organisational wide impact.

■ **Position Responsibilities**

**Key Responsibilities**

* Develop and support team to achieve targets against the SA State Plan and 2020 Vision while assisting in the prioritisation of day to day operations.
* Create and maintain partnerships across the business to foster greater collaboration and sharing of information to improve relations between staff, volunteers and members.
* Drive inclusion in all areas of the business to make effective use of volunteers and members.
* Initiate and attend community activities and events to network and create external partnership opportunities (outside hours when required).
* Oversee the effective delivery and ongoing improvement of our Stakeholder Engagement data management systems.
* Identify the key drivers and motivations of our volunteers and members to ensure they remain engaged in ARC and are advocates of our brand.
* Positively support the national Membership strategy, its development, and implementation
* Lead the planning, development, implementation, monitoring (including assessing risks) and reporting of activities and events to promote and support voluntary service.
* Develop and implement reporting frameworks that monitor the value of volunteerism, its benefits to ARC and in the wider community.
* Working in collaboration with the Manager, ensure the department operates within budget and in accordance with approved Red Cross and relevant accounting standards.

**■ Position Selection Criteria**

**Technical Competencies**

* Highly developed communication, presentation and interpersonal skills including experience with a diverse range of people;
* Proven organisational and time management skills with demonstrated use of tools to manage a busy and varied workload;
* High level computer and systems literacy including Microsoft Office and cloud based technology;
* Demonstrated ability to manage multiple tasks and projects;
* Ability to exercise initiative, discretion and judgement in working independently and as part of a team; and
* Experience in volunteer management (highly desired).

**Qualifications/Licenses**

* South Australian drivers’ licence
* A Working with Children check is a mandatory requirement for this role
* Relevant tertiary qualifications, skills and / or demonstrated experience in relevant field (desirable)

**Behavioural Capabilities**

**Personal effectiveness | Solving problems |** Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.

* **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 change |** Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
* **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.
* **Organisational effectiveness | Innovating and improving |** Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.
* **Organisational effectiveness |Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual’s role and works toward minimising their impact.

 **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