

POSITION DESCRIPTION – TEAM LEADER

Position Title	Senior Project Officer	Department	Community Programs
Location	Blacktown base/flexible – weekly travel to Muswellbrook.	Direct/Indirect Reports	Direct Reports 0
Reports to	Central Region Manager	Date Revised	May, 2020
Budget			

■ Position Level Descriptor

An individual at the Team Leader level is a front line Manager or Supervisor who has a team of people reporting to them. The team generally has a single disciplinary focus. An individual at the Team Leader level typically reports to a Manager.

■ Position Summary

Community Based Health and First Aid (CBHFA) is a program based on community development principles that trains prisoners as 'Special Status' Red Cross volunteers.. These Volunteers are enabled through the program to provide a community wide response to health and wellbeing priorities within the prison. This dynamic and flexible program is driven by Volunteers who are empowered and supported to improve the health, wellbeing and safety of their prison community. The programs methodology ensures that Volunteers 'learn by doing' and encourages personal development and ownership for volunteers. The model relies on a defined and collaborative partnership between Red Cross, individual correctional facilities, prison health and education services.

The Senior Project Officer is responsible for the effective coordination, operational management and delivery of Community Based Health and First Aid (CBHFA) within correctional settings. This position will provide sound advice, leadership and expert knowledge of the justice sector, and play a lead role in project management, program delivery, service development and stakeholder engagement. The position is responsible for the development and maintenance of internal and external networks and collaborative partnerships that drive the delivery of CBHFA.

The program is currently delivered at St Helier's Correctional Centre Muswellbrook, but may expand to other sites.

■ Position Responsibilities

Key Responsibilities

- Oversee the development and delivery of CBHFA in correctional settings including the planning, implementation, effective service delivery, training of volunteers, monitoring of volunteer projects and monitoring and evaluation processes.
- Develop and maintain productive, collaborative working relationships with relevant staff at each correctional centre that supports the implementation of CBHFA.
- Provide leadership to the CBHFA project by developing and maintaining an effective, open and positive working environment which supports the delivery of the program.
- Maintain current knowledge of the justice sector including key policy issues that impact service delivery.
- Ensure compliance with all relevant Red Cross policies, requirements, and Corrective Services NSW protocols whilst on site.

- Update, monitor and review education modules, policies, procedures and work instructions for CBHFA, ensuring they are relevant to the NSW context and organisational and legislative practices.
- Provide regular, timely reports and statistical analysis, including data integrity in the client case management system.
- Ensure a continuous improvement model is adopted and the program management cycle is embedded into all operations.
- Actively support opportunities to expand the CBHFA program including planning to achieve the programs sustainability and engaging with supporters.
- Contribute to National Justice and CBHFA Working Groups to build the organisations knowledge and capacity within the justice sector.

■ Position Selection Criteria

Technical Competencies

- Solid understanding, and implementation experience, of community development practice.
- Experience and understanding of the NSW justice system.
- Proven high level experience in delivering training/education, action based learning and adult learning principles.
- Experience and commitment to working with vulnerable people with complex issues, and a strengths based approach.
- Demonstrated ability to develop and maintain complex internal and external stakeholder relationships at various levels.
- Well developed analytical, problem solving and decision making abilities.
- Highly developed presentation, oral and written communication skills.
- Proficiency in MS Office and client management systems.

Qualifications/Licenses

- Current Drivers License or equivalent
- Relevant tertiary qualifications, skills and experience in community services or related fields.
- Completion of Corrective Services NSW security screening process and training.

Behavioral Capabilities

- **Personal effectiveness | Achieve results |** Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Team effectiveness | Communicating |** Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **Organisational effectiveness | Thinking strategically |** Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.

- **Organisational effectiveness | Innovating and improving |** Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

■ 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 Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- 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