

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Aboriginal & Torres Strait Islander Support Worker	Department	Operations
Location	Blacktown	Direct/Indirect Reports	0
Reports to	Aboriginal & Torres Strait Islander Social Support Team Leader	Date Revised	24.01.2014

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

■ Position Summary

The Aboriginal & Torres Strait Islander Support Worker (ATSISW) in consultation with the Aboriginal and Torres Strait Islander Community Engagement Officer (ATSICEO) will contribute to the delivery, promotion and participation in new and existing Red Cross services for Aboriginal Clients and volunteers within Greater Sydney.

■ Position Responsibilities

Key Responsibilities

- Promote Red Cross services within the community
- Contribute to the effective and efficient day to day delivery of TeleYarn and the Blacktown LGA Elder's Group to Aboriginal and Torres Strait Islander community members.
- Assist the ATSICEO to conduct assessments and reassessments of Aboriginal and Torres Strait Islander clients within Telecross.
- Assist the ATSICEO to provide reports and statistical information as required by the programs.
- Work with the ACEO to facilitate knowledge sharing with colleagues and across programs for the purposes of expanding Red Cross outreach into the Aboriginal and Torres Strait Islander community.
- In collaboration with the ATSICEO attend relevant government and cross sector interagency meetings and assist in reporting back information and opportunities to Red Cross.

■ Position Selection Criteria

Technical Competencies

- Demonstrated knowledge, understanding and empathy for the social, health and community needs of Aboriginal and Torres Strait Islanders
- Well developed interpersonal, communication and consultation skills including the ability to communicate effectively and work in partnership with Aboriginal and Torres Strait Islander people and people from other cultures.
- Demonstrated work within a multi-disciplinary team.
- Proven ability to build and maintain relationships with diverse stakeholders.
- Demonstrated ability to manage multiple tasks and problem solve.
- Basic proficiency in MS Office or similar software and experience using databases

Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in public service, business administration, community services *OR* currently engaging in study in public service, business administration and community services.
- Current Drivers licence

Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct

- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**

Demonstrates an understanding of the work of the domestic and international elements of the organisation | Understands and works within levels of authority and delegation | Understands and implements the policies and procedures of Red Cross | Understands the origins of the Movement and basic principles of International Humanitarian Law

- **ACHIEVE | Plan and Implement | Effectively scopes, plans and implement work activities**

Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plans, implements and monitors own work plan | effectively manages own time

- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support

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