

## POSITION DESCRIPTION

Position Title	Manager Mobilisation	Department	Volunteering
Location	Melbourne	Direct/Indirect Reports	2-5
Reports to	Manager, Community Mobilisation	Date Revised	September 2018
Award	Social, Community Home Care and Disability Award		
Job Grade	Job Grade 7		
Budget			

### ■ Position Summary

Australian Red Cross is part of one of the largest humanitarian movements in the world seeking to build a better society based on people helping people. For more than 100 years, we have connected and mobilised thousands of volunteers and members across Australia and internationally to take humanitarian action.

Our Strategy 2020 outlines six ambitious goals that are driving us to reimagine what it means to volunteer and take action. In particular, under Goal One, we want to build an inclusive, diverse and active humanitarian movement, making it easy for millions of Australians to do more good.

As part of this emerging strategic direction, the Community Mobilisation team was established (in 2017) to boost our efforts in reimagining the future of taking action at scale and address complex social issues through the power of humanity.

The Manager of Participation is a newly created position within the Community Mobilisation team and is responsible for leading a small team to implement, test and refine our future focused participation models of volunteering, membership and mobilisation, to test, learn and demonstrate what the future of doing good (at scale) could look like.

The successful candidate will be entrepreneurial, capable of navigating emerging concepts and ideas and highly skilled at connecting people and networks. Whether you have a background in project management, growth-hacking, business, innovation, leadership and/or strategic relationship building you will have demonstrated experience in taking concepts from idea to implementation.

### ■ Position Responsibilities

#### Key Responsibilities

- Lead the design, implementation and refinement of initiatives, experiences and products that spark humanitarian action at scale.
- Lead the team in designing and implementing concepts that spark participation via informal events (such as meet-ups, unconferences and hacks), test scalable initiatives (building on lessons from other areas including Red Cross Calling and #BeatLoneliness), and work closely with a small number of ventures/initiatives to incubate, develop, launch and test humanitarian initiatives led by the community.
- Build and nurture collaborations and networks with a range of internal and external stakeholders, including community members, corporates, social purpose organisations, Universities and start-ups.
- Design and test frameworks to support mobilisation at scale, such as measurement and progress, collaboration, decision-making and governance frameworks.

- Manage and support the resourcing requirements of the team, including managing team budgets, exploring investment options and securing internal resource requirements.
- Lead the delivery and reporting requirements of multiple projects, ideas and initiatives. Including input into regular organisational reporting as well as showcasing learning and progress from initiatives.
- Lead and nurture a newly formed team, including direct supervision of team members.

## ■ Position Selection Criteria

### Technical Competencies

- Experience in applying project management frameworks that support cross-functional teams to deliver outcomes against agreed objectives (ie agile, human centered and design based thinking).
- High-level understanding of collaborating to 'stand-up' ideas, groups, initiatives, programs, networks or businesses at scale.
- Experience in leading the design of strategies, experiences or campaigns that spark action or desired behaviours.
- Excellent networking and relationship building skills, with both internal and external audiences. Including supporting and nurturing individuals and teams.
- Talented communicator with the ability to convey concepts, ideas and stories across diverse audiences.
- High level experience in applying project management frameworks that test, gather insights and refine strategic approaches.
- High-level understanding and experience in supporting individuals, groups and teams to design and deliver against sprints of work in dynamic environments
- High level understanding, experience and comfort delivering projects in emerging fields.

### Qualifications/Licenses

- Relevant tertiary qualifications, skills and /or experience in humanities, business, experience design, project management, design thinking, campaigning, social entrepreneurship, design thinking, social impact or related fields.

### Behavioural Capabilities

- **Personal effectiveness | Achieving 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.
- **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.
- **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.

## ■ 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