

POSITION DESCRIPTION – TEAM LEADER

Position Title	Operations Coordinator	Department	Emergency Services
Location	Adelaide	Direct/Indirect Reports	Staff: 2-3 Volunteers: >500
Reports to	State Manager, Emergency Services	Date Revised	July 2019
Industrial Instrument	SA Enterprise Bargaining Agreement		
Job Grade	Job Grade 4		

■ 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

■ 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

The Operations Coordinator will work with the State Manager, Emergency Services in leading Red Cross' Emergency Services Operations in South Australia to support communities to prepare for, respond to and recover from emergencies.

This critical leadership role coordinates programs that build organizational and community capacity to support people to be more resilient to emergencies. This role also focuses on volunteer engagement, capacity development and compliance.

■ Position Responsibilities

Key Responsibilities

- In collaboration with the State Manager Emergency Services and relevant National Emergency Services staff, lead and develop Red Cross Emergency Services operations in South Australia.
- Coach, lead and develop team members to achieve targets against Strategy 2020 and SA State Plan and Operational Plans.
- Ensure budgets are monitored and costs/expenses are managed within the agreed budgets set by the State Manager, Emergency Services.
- Coordinate the implementation of Red Cross Preparedness, Response and Recovery Programs and report on activities.
- Deliver on externally funded preparedness partnerships.
- Support direct reports to maintain operational systems, procedures and guidelines to ensure effective Red Cross volunteer response to emergencies within South Australia.

- Coordinate management, capacity development and compliance of volunteers for emergency preparedness, response and recovery activities.
- Act in operational leadership roles as requested by the State Manager, Emergency Services (including outside business hours).
- Act as State Duty Officer (outside business hours) as required.

■ Position Selection Criteria

Technical Competencies

- Experience in managing both staff and volunteers
- Demonstrated experience and proficiency in community and volunteer engagement
- An understanding of Emergency Management concepts, policies and principles
- Experience in project management, including design, analysis, implementation and evaluation of projects
- Ability to demonstrate adaptive and effective leadership as part of a team and within a matrix management structure
- Ability to effectively deliver on competing priorities in a dynamic environment
- Demonstrated ability to influence internal and external stakeholders at various levels
- Well-developed analytical, problem solving and decision making abilities in a high pressure environment
- Highly developed oral and written communication skills, including presentation and media liaison
- Basic proficiency in MS Office or similar software

Qualifications/Licenses

- Current SA Driver's License or equivalent (essential)
- Relevant tertiary qualifications, skills and/or experience in Community Development, Human Resources, Marketing, Emergency Management or a related field (desirable)

Other

- Ability to work outside standard business hours, including overnight stays in other states / territories during emergencies, meeting and training
- Working with Children Check

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**
Aligns goals and actions with Red Cross Fundamental Principles | Provides relevant support and information to allow others to make decisions and improve their own situation | Builds independence in vulnerable people through transfer of knowledge and skills.
- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**
Demonstrates sensitivity to diversity | Appreciates diversity and is open to the perspective of others | Values, builds and develops diverse teams
- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**
Takes accountability for delivering high quality results | Stands by own decisions and takes responsibility for them | Sees tasks and projects through to completion | Maintains consistent high levels of effort throughout the working day | Accepts and tackles demanding goals

- **LEAD | Coach and Develop | Provides coaching and development opportunities to build capacity**
Makes objective assessments of team and individual strengths and development needs | Provides resources to support learning and development | Puts aside appropriate time to coach others | Encourages staff to pursue development opportunities
- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**
Provides team with clear direction | Models team qualities such as respect, helpfulness, cooperation and support | Provides an environment which supports members of the team | Provides appropriate support to team members | Balances personal goals with team goals

■ 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 Code of Conduct 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