

POSITION DESCRIPTION – TEAM MEMBER

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| Position Title | Community Programs Officer (CVS) | Department | Central Region |
| Location | Nowra | Direct/Indirect Reports | 0 Staff/ 75 Volunteers |
| Reports to | Social Support Manager | Date Revised | March 2021 |
| Industrial Instrument | Social Home Care and Disability Services Award | | |
| Job Grade | Job Grade 3 | | |

■ 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 Community Programs Officer (CVS) is responsible for effectively and efficiently delivering the suite of Community Visitors Scheme programs across the Shoalhaven. The Officer works under the direction of the Social Support Manager as part of the Regional team.

■ Position Responsibilities

Key Responsibilities

- The effective and efficient day to day delivery of the Community Visitors Scheme suite of programs. These activities include client/resident assessment, volunteer induction/program specific training, engagement, matching and support.
- Maintain accurate records of all volunteers, residents/clients, their matches along with their progress through their placement. Assist the Social Support Manager and Regional Operations Manager when required with reporting using these records.
- Work with the Social Support Manager and team to continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles
- Work with the Social Support Manager and Regional Operations Manager to ensure that programs operate within budget and in accordance with approved Red Cross and relevant accounting standards
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of resident/client and volunteer issues, grievances and complaints
- Develop and maintain positive working relationships with internal and external stakeholders including communication with facility and package provider staff across the Central region to facilitate resident/client referrals and matches

■ Position Selection Criteria

Technical Competencies

- Strong affinity and experience with the target group of frail older persons living either in residential aged care facilities or within the community and in receipt of packaged in-home care
- Ability to follow and implement organisational policies and contractual requirements
- Experience working with and/or managing volunteers would be very well regarded
- Proven highly developed organisational and time management skills
- Well developed data base and Outlook skills (and Excel in particular)
- Ability to develop and deliver innovative service and strategic initiatives within budget constraints
- Well developed analytical, problem solving and decision making abilities with strong attention to detail
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Fluency in spoken and written English

Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in community services or related fields
- Current drivers license
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Achieve 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.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Personal effectiveness | Managing my behaviours** | Demonstrated track record in managing emotions and behaviours and understanding their impact on others. Ability to self-monitor and make improvements to manage own performance.
- **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 performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **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 | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **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 | Thinking strategically |** Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.
- **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 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