

## POSITION DESCRIPTION – TEAM LEADER

Position Title	Coordinator Program Management	Department	Emergency Services
Location	North Melbourne, Victoria	Direct/Indirect Reports	Up to 6 direct
Reports to	State Manager Emergency Services	Date Revised	9 August 2017
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5		

### ■ 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 Coordinator Program Management is responsible for managing the Program Management team to ensure alignment of Victorian Emergency Services preparedness, relief and recovery programs with the organisation's strategic priorities and goals and to promote continuous improvement. This includes program planning, development, monitoring, evaluation and reporting, and managing discrete projects as appropriate. This role forms part of the Victorian Emergency Services Leadership team. It also has responsibility for representing Red Cross at a state, regional and local level, to strengthen partnerships, advocate for community and support Department of Health and Human Services (DHHS) with regional relief coordination.

### ■ Position Responsibilities

#### Key Responsibilities

##### Leadership - Program Management:

1. Lead and support the Emergency Services team in program planning, development, monitoring and evaluation and reporting for Victorian Emergency Services programs and services.
2. Promote a culture of monitoring, evaluation, learning and continuous improvement in Victorian Emergency Services
3. Develop and implement appropriate systems and processes to manage program/project monitoring and evaluation and reporting functions

**Staff Management:**

4. Work closely with the Victorian Emergency Services Leadership team to provide leadership and support across the department
5. Manage the Emergency Services (Program Management) Project Officers in conjunction with the Coordinator Community Engagement:
  - Coach, mentor and develop direct reports in order to achieve both financial and non financial outcomes
  - Utilise the Red Cross Performance Review & Development system to ensure that all staff have a development plan in place and that performance is regularly monitored
  - Manage recruitment and selection of team members as required

**Budget Management:**

6. Build and manage annual budgets, and manage controllable costs/expenses
7. Control and authorise finances within delegation

**General:**

8. Coordinate cross-functional projects for the Emergency Services Leadership team
9. Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety
10. Represent Red Cross Emergency Services at the state, regional and local level to strengthen partnerships, advocate for community and support DHHS with regional relief coordination
11. Manage the development of funding and project proposals as required in collaboration with the Leadership Team

**■ Position Selection Criteria****Technical Competencies**

- Exceptional organisational, budget and time management skills, including the ability to manage multiple projects, prioritise tasks and meet deadlines
- Exceptional verbal and written communication skills
- Well developed analytical, problem solving and decision making abilities
- Extensive project/ program management skills and experience with a particular focus on monitoring and evaluation
- Demonstrated ability to influence internal and external stakeholders at all levels
- Ability to communicate with a range of people from diverse backgrounds
- Demonstrated leadership experience and capacity to manage both staff and volunteers
- High level computer literacy
- A commitment to support the implementation of the Red Cross Reconciliation Action Plan
- Knowledge, skills and behaviours required for respectful and appropriate implementation of strategies that impact Aboriginal and Torres Strait Islander communities
- Knowledge, skills and behaviours required for the management, supervision and support of Aboriginal and Torres Strait Islander staff

**Qualifications/Licenses**

- Relevant skills, qualifications and/ or experience in emergency management or humanitarian services
- A Working with Children check is a mandatory requirement for this role

- Victorian Drivers License

## Behavioural Capabilities

- **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
- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**  
Gathers information from key sources to fully understand the situation | Probes for further information to clarify vague or confusing issues | Differentiates key elements from the irrelevant or trivial | Makes prompt and clear decisions based on comprehensive research | Makes decisions without having to refer to others
- **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
- **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 | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**  
Seeks out relationships that are mutually beneficial | Participates in a range of community and professional groups | Establishes and maintains good working relationship with internal and external stakeholders | Utilises a 'win-win' approach to presenting a case

## ■ 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