

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Policy & Compliance Lead - Volunteering	Department	Volunteering Operations
Location	Flexible	Direct/Indirect Reports	0
Reports to	Head of Volunteering Operations	Date Revised	Jan 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0028898

### ■ Position Summary

Red Cross has a number of volunteering safeguards in place to keep our people and the communities we work with safe. These include screening checks (for example, police checks and Working with Children Checks), training, policies and procedures.

The Policy & Compliance Lead is responsible for the uplift and monitoring of volunteering safeguarding and compliance across the organisation; and identifying and resolving issues of non-compliance. This role is also responsible for the regular review and updates of policies and relevant Standard Operating Procedures (SOPs) impacting volunteers and members to ensure they reflect the organisation's needs, practices and aligns with strategy.

Working closely with the Volunteering Operations team, People and Culture, Legal, Child Protection and Risk, the Policy and Compliance Lead coordinates the review, development, update and embedding of relevant policies and processes required to achieve ongoing compliance.

### ■ Position Responsibilities

#### Key Responsibilities

- Review the relevant policies impacting volunteering ensuring they reflect the organisation's needs, practices and strategy
- Undertake and be responsible for updating any new policy directions
- Manage change required for policy updates and adjustments ensuring that information is filtered across all areas of the organisation
- Work collaboratively with People & Culture, Child Protection, Legal, Risk and others to establish safeguarding decision making governance
- Lead the implementation of recommendations following 2021 EY volunteering audit including the design of key controls and processes to enhance the efficiency and effectiveness of the Red Cross internal control framework relating to volunteer management.
- Lead and manage policy communications to relevant stakeholders ensuring any changes to current practices are clearly articulated and supported with appropriate training initiatives
- Act as key contact for all volunteering policy review activities and exemption requests
- Identify barriers to compliance and lead the development of solutions through collaboration with others
- Collaborate with others across the business to develop policy and safeguarding solutions that provide best volunteering experience whilst meeting organisation risk tolerance

- Develop quality assurance measures, ensure policies and safeguarding measures are implemented and maintained with a continuous focus on improvement and learning
- Identify and resolve issues of non-compliance and advise the Volunteering Leadership Team of possible risks

## ■ Position Selection Criteria

### Technical Competencies

- Human Resources background with experience in policy development preferred
- Clear, consistent and effective communications to facilitate outcomes across the organisation is essential
- Excellent stakeholder engagement skills, including facilitation and collaboration across diverse stakeholders, with the ability to constructively work through issues to achieve solutions
- Experience leading complex projects designed to achieve business outcomes

### Qualifications/Licenses

- Tertiary studies in Human Resources management or equivalent and/or significant experience in the field

### Behavioural Capabilities

- **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.
- **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.
- **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 5 years thereafter. Police check renewals may be required earlier than 5 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.