

POSITION DESCRIPTION – **MANAGER**

Position Title	State Lead, Emergency Services	Department	Emergency Services
Location	Hobart or Mowbray	Direct/Indirect Reports	7 staff, up to 200 volunteers
Reports to	Direct report: Director, Tasmania Indirect report: Head of Emergency Services	Date Revised	July 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 7	Job Evaluation No:	HRC0040757

■ Position Summary

The Australian Red Cross Emergency Services program includes the provision of direct services, capacity building, advocacy, and research activities, which focus on minimizing the human impacts of disasters and everyday emergencies. Our purpose is to bring people and communities together in times of need, building on community strengths. We do this by mobilising the power of humanity. Before disasters strike, we support communities to build their disaster resilience. When disasters strike, we're on the ground and on the phones. We help people find support and find their loved ones, and then we help communities to recover.

The State Lead, Emergency Services is responsible for the people, financial, risk, program, and stakeholder management of their program area, as well as authentic, clear, positive and enthusiastic leadership of staff and volunteers. This includes support for volunteers, members, and key partners with a focus on inclusion (including young people, people with disability, people who identify as Aboriginal or Torres Strait Islander, and people from culturally diverse communities).

The State Lead will be required to balance operational and strategic requirements including providing a hands-on approach when required, and is accountable for effective and responsive decision making in a complex, challenging and changing environment.

This role is critical in ensuring that our relationships internally and externally are relevant, strong and mutually beneficial. This includes connecting with peak bodies, state and local governments, not for profit agencies and private sector organisations.

The State Lead will participate as an active member of the Tasmanian Leadership Team and will align the group's activities to support and drive the Red Cross Strategy.

The Lead will also be actively involved and contribute to driving the development of strategy and best practice nationally including through participation in relevant internal national forums.

■ Position Responsibilities

Key Responsibilities

Service and operational excellence

- Maintain up-to-date knowledge of the emergency management and community development sectors and research, and identify trends, gaps, and opportunities at the local, state and national level.
- Identify and secure new funding sources and opportunities to drive growth and the development of the program by harnessing internal and external opportunities in line with organisational strategy

- Ensure that all programs within scope are consistently performing to required standards of effectiveness and efficiency, as specified in work plans, implementation plans, annual state priorities and the organisation's Strategy
- Provide a high level of leadership to staff and volunteers to effectively identify, plan, implement, and evaluate, Australian Red Cross Emergency Services programs and activities across preparedness, response and recovery.
- Ensure all contractual obligations within scope of role are met
- Undertake relevant tasks and projects in line with the relevant sub-strategy, implementation plans and Strategy focus areas.

Financial Management

- Prepare and manage budgets including budget setting, forecasting, variance and other reporting
- Manage monthly revenue and expenditure and complete accurate monthly variance reports
- Meet budget and comply fully with financial management objectives, policy and procedures, analysis and reporting

Leadership

- Provide strategic direction and guidance to the initiation, research, development, and implementation of projects that raise the profile of key community psychosocial needs and considerations in emergencies, across sectors and community groups.
- Promote an understanding of Australian Red Cross' role in Emergency Services with internal and external stakeholders.
- Coach, mentor and develop the team to achieve individual, team and organisational outcomes
- Utilise the Red Cross performance review and development system to ensure that all staff have a development plan in place (including professional development opportunities) and performance is proactively monitored
- Lead the team to ensure compliance with all Red Cross policies to promote a child safe workplace
- Contribute to the development of the Tasmanian work plan to meet Strategy outcomes.
- Contribute to the development and implementation of national Australian Red Cross Emergency Services Program priorities through the delivery of national projects of significance, and as an active member of the National Emergency Services Leadership Team

■ Position Selection Criteria

Technical Competencies

- Extensive demonstrated experience in leadership and management of multi-disciplinary teams
- Demonstrated experience and ability in operational management, design and implementation within the emergency management, local government, community development or community services sector
- Demonstrated ability to develop and maintain strong working relationships with stakeholder groups, including state and local governments, and community-based organisations.
- Knowledge of the state emergency management arrangements within Tasmania
- Cross functional, cross geographical operational program management experience and capacity to work across teams to achieve results
- Proven ability and experience in management of, and meeting the requirements of funding bodies and contractual arrangements
- Demonstrated experience in managing change effectively in a dynamic community services setting.
- Highly developed written and verbal communication skills

- Highly developed organisational skills and demonstrated ability to manage multiple responsibilities and deliverables to achieve program outcomes in a diverse organisation
- Flexibility, attention to detail and proven capacity to work within tight timeframes
- Skills in public speaking and capacity to undertake presentations
- The ability to represent the organisation at external events and activities where required.

Qualifications/Licenses

- Current Tasmanian Driver's License or equivalent
- Tertiary qualifications in Emergency Management and/or Social/Community Services related field is highly desirable
- A Working with Vulnerable People check is a mandatory requirement for this role.

Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **Team effectiveness | Collaborating** | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Organisational effectiveness | Focussing on clients** | Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated commitment to supporting and developing volunteers. Understanding of the benefits of voluntary service and ensure meaningful roles for volunteers as well as providing value to clients, communities and the organisation.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.

■ 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