

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Regional Emergency Services Officer	Department	Emergency Services
Location	Sydney	Direct/Indirect Reports	nil
Reports to	Response and Recovery Coordinator	Date Revised	Jan 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4		

■ Position Summary

Reporting to the Response and Recovery Coordinator, the Regional Officer will work to build capacity and capability of volunteers in the Sydney and Central Coast. Regional Officer, will have a strong focus on community engagement, implementing sustainable and effective community disaster preparedness and recovery initiatives aimed to increase community capacity to support a strong, positive recovery and to better prepare for future disaster events.

The role requires a self-motivated and proactive person, able to manage their own time effectively, a high level of organisational and ability to work as part of a broader team.

■ Position Responsibilities

Key Responsibilities

- Development and ongoing monitoring of emergency preparedness, response and recovery capacity and capability of teams
- Work with Team Leaders and volunteer trainers in supporting volunteer development, recruitment, training and retention.
- Coordinate workshops and courses; build participant invitation lists; ensuring venues, trainers and catering are booked, invoices are processed; and resources are ready for each workshop/course.
- Connect with a broad range of community services, local Government and emergency service agencies to deliver preparedness workshops and training.
- In the event of an emergency, undertake initial 24 hours of coordination of the PIIC.
- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints Coordinate and

implement a range of relevant, high quality, contemporary National frameworks, resources and materials to drive best practice across service delivery and workforce management

■ Position Selection Criteria

- People management skills, proven experience developing, and working with volunteers
- Highly developed oral and written communication skills, including presentation skills.
- Demonstrated understanding of community development strategies
- Strong relationship-building and influencing skills, with both internal and external stakeholders
- Proven ability to identify new approaches and solutions and be innovative in addressing challenges
- Capacity to work independently and adaptively within a demanding, changeable and unpredictable environment
- Proven highly developed organisational and time management skill
- Ability to work outside standard business hours, during emergencies, meetings and training is a requirement of this role.
- Demonstrated advance computer skills including ability to use Word, advance Excel, spreadsheets and Outlook and familiarity with data base applications or systems
- Events management experience highly regarded.

Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in Emergency Services and Adult
- Education.
- Current Drivers Licence
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **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
- **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.
- **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.

- **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.

■ 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