

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	IT Skills and Digital Literacy Coach	Department	Corporate Services - People and Culture
Location	Flexible	Direct/Indirect Reports	0
Reports to	Strategic Lead – Workforce Talent and Culture	Date Revised	Jan 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0029557

### ■ Position Summary

This purpose of this position is to build the capability of our staff and volunteers to use digital and IT programs, tools and resources to undertake their daily work and contribute to the culture and outcomes of Australian Red Cross. The emphasis is to provide an approach to skill building based on coaching and virtual learning across a wide cohort of staff and volunteers. Forming a part of the Talent and Culture, this position will work closely with Virtual Learning and Leadership and Culture coaches, and members of the IT team to ensure learning activities are consistent with our cultural and strategic outcomes.

### ■ Position Responsibilities

#### Key Responsibilities

- In partnership local Managers and Teams, assist team members to become proficient in key organisational IT tools and resources such as Microsoft Word, Excel, Power Point
- Identify and develop appropriate learning tools and resources
- Conduct virtual coaching and skill training sessions for staff and volunteers
- Providing individual and group coaching on how to maximise understanding and use of digital communication and collaboration tools such as MS Teams and Miro
- Partner and collaborate with the IT Team in to ensure all digital initiatives have the appropriate and sustainable skill building approaches
- Ensure coaching is conducted in a manner that is people centred, enhances virtual learning content and opportunities and meeting the need of both our people and our organisation
- Identify opportunities for continuous improvement in the capabilities of our team members with technology and digital systems
- Ensure learning support materials are maintained in partnership with the Talent and Culture team.

### ■ Position Selection Criteria

#### Technical Competencies

- Proven highly developed project and time management skills
- Highly proficient in Microsoft program suite and digital capabilities

- Excellent coaching and facilitation skills
- Proven stakeholder engagement skills
- Highly developed communication skills

### Qualifications/Licences

- Certificate IV in Training and Assessment as a minimum

### 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.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **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.

### ■ 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