

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Team Leader – COVID-19 Response - MSP	Department	Migration Support Programs
Location	Flexible	Direct/Indirect Reports	5 - 10
Reports to	Operations Lead	Date Revised	Jun 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0018037

■ Position Summary

Australian Red Cross' Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. We seek to support people who are particularly vulnerable due to their circumstances, for example, people seeking protection, with restricted access to support and services, or vulnerable to exploitation. We work directly with those seeking help, irrespective of their legal status, their background, or how they arrived in Australia. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration across the world.

Red Cross has worked in this area for over 25 years, providing assistance and protection to migrants, people seeking asylum, refugees, people in immigration detention, people who are stateless, people who are trafficked or subject to forced marriage, and separated family members, according to their humanitarian needs. The focus of our work is to prevent and reduce the vulnerability of migrants, to protect them against abuses, exploitation and denial of their rights, and to facilitate opportunities to build on their strengths, and contribute to their communities.

Red Cross is responsive to the changing context and needs of migrants, and integrated in service delivery, activation and influence. We are connected locally, nationally and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses and government sectors. Migration Support Programs operates within an ongoing, adaptable model to ensure relevance and impact.

In response to COVID-19, Red Cross is working alongside the Victorian Government to provide additional financial support for vulnerable Victorians who are on temporary visas and experiencing financial hardship as a result of the pandemic. The program will run for a period of 6 months with the aim to reduce financial, health and wellbeing distress for vulnerable temporary migrants living in Victoria during the pandemic.

As the Team Leader - COVID-19 Response you will oversee the Client Services Team who are responsible for processing and reviewing financial support applications for vulnerable Victorians who are on temporary visas and experiencing financial hardship as a result of the pandemic. This includes ensuring that a high volume of payments are processed and paid to a critical daily deadline, in accordance with stringent fraud and risk policies and guidelines.

The Team Leader will be responsible for final approval of applications and provide financial accounting and administration support and direction to the Client Services team and have oversight of the daily processing deliverables.

The Team Leader will also be responsible for overseeing and supporting the day-to-day work of Complex Caseworkers who will be providing casework support to clients experiencing multiple and

complex vulnerabilities, including (but not limited to) physical and mental health concerns, family violence, protection concerns, homelessness, labour exploitation.

The role will manage risks, issues and ensure continuous business improvement is operationalised.

■ Position Responsibilities

Key Responsibilities

- Provide leadership, guidance and support to the Client Services Team, including Client Services Officers and Complex Caseworkers
- Ensure adequate resources to meet fluctuating volumes of work
- Provide day-to-day operational support to transactional processing requirements including working from home provisions
- Provide day-to-day financial accounting support including income allocation and reconciliations
- Provide oversight of daily processing to ensure financial and transactional operations meet compliance guidelines with agreed financial and industry standards and deliver on agreed business requirements
- Coordinate the documentation of risk, issue and business process improvement across the team
- Review applications submitted for payment approval to ensure documents meet requirements
- Set up CCM client record requests and seek and validate approval from the appropriate nominated Financial Delegate
- Set up AshPay EFT requests and seek and validate approval from the appropriate nominated Financial Delegate
- Monitor payment request submissions for duplicate payments and report and resolve potential duplicate payments
- Produce and disseminate daily payment report
- Identify and assist to resolve potentially fraudulent applications
- Ensure the effective running of quality client service delivery
- Provide support in managing complex cases and escalated issues
- Identify and raise key operational issues to Operations Lead Respond to and action ad hoc requests regarding reporting or issue resolution as required.

■ Position Selection Criteria

Technical Competencies

- Demonstrated ability in understanding, developing and implementing financial reconciliations and management of income strategies within a financial environment
- Experience and/or ability to follow and implement organisational policies and contractual requirements relevant to the sector
- Strong communication, collaboration and interpersonal skills
- Ability to map business processes and interdependencies through effective consultation and feedback
- Effective leadership skills and demonstrated ability to manage a team
- Demonstrated cultural competence and the ability to work with and lead teams of people from diverse backgrounds
- A sound understanding of the social political issues and needs impacting migrants in transition
- Demonstrated skills and experience engaging with people who have experienced grief, loss, exploitation, torture, trauma and/or post-traumatic stress and uncertainty

- Demonstrated experience in financial management or administration
- Ability to analyse and report on financial data
- Ability to investigate and resolve complex issues
- Highly developed organisational and time management skills with the ability to meet deadlines in a highly pressurised environment
- Highly Proficient in Database management, Microsoft Excel and Outlook

Qualifications/Licenses

- Relevant qualifications, skills and/or equivalent experience in Social Work, finance management or finance administration.

A Working with Children Check is a mandatory requirement for this role

Behavioral 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.
- **Personal effectiveness | Being culturally competent |** Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Organisational effectiveness | Innovating and improving |** Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ 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