

## POSITION DESCRIPTION – **MANAGER**

Position Title	Manager - Safety Net	Department	Migration Support Programs
Location	Flexible	Direct/Indirect Reports	6
Reports to	Head of Migration	Date Revised	Aug 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 7	Job Evaluation No:	HRC0022094

### ■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

### ■ Position Summary

Australian Red Cross works alongside 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 destitution or 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.

A critical part of our response is the provision of a safety net for those who fall through the gaps, and who are unable to access other supports. Depending on circumstances, funding and location, this can include financial assistance (emergency relief one off payments or multiple payments), casework support and pathways into employment.

This role will play a key role in design and delivery of the Safety Net Program, and embedding and incorporating Emergency Relief programming. The role requires a highly qualified and experienced leader, with a strong background in operations, collaboration, contract management and the delivery of humanitarian services.

Reporting to the Head - Migration Support Programs, and working closely with MSP Leads in the S/Ts, the Manager is accountable for the integrity and quality of work and advice they provide and are responsible for the development or modification of operational policies and practices, financial management, and for national leadership and strategic guidance to ensure we are working towards and achieving our aims:

- Alleviating financial hardship and humanitarian needs of those within our target client groups;
- Providing complex case coordination to address issues of humanitarian concern;
- Working with clients to empower them with skills, information and options at cessation of support;
- Strong connection, where relevant, with economic participation support;
- Consolidate sector partnerships and coordination to provide well targeted, coordinated and appropriate referral pathways for people approaching Red Cross for support;
- Delivering a service that is responsive and flexible to client needs and directed by client voice.

The successful applicant will work collaboratively with State and Territory Migration Leads, the nationwide Migration team and the organisation to lead the delivery of the Safety Net program that is dignified, client centred, tailored to need and evidence based and incorporating these principles:

- A collaborative approach through partnerships
- Ensuring access to Red Cross support regardless of location (so, remotely or through partners and volunteers) or visa status
- A strengths based approach that recognised client vulnerabilities and strengths;
- A client centred practice that respects the aspirations, choices and lived experience of clients;
- A culturally competent workforce;
- Evidence based, supported by research, client and stakeholder feedback, and performance measures.

The Lead will also be responsible for developing key national partnerships, avenues for funding, and representing Red Cross at national forums to progress strategic outcomes to support quality and strengths based humanitarian services. In addition, the position also works as part of the MSP national leadership team and contributes to Nationwide leadership.

## ■ Position Responsibilities

### Key Responsibilities

- Lead and oversee further development, refinement and implementation of the Safety Net program (including emergency relief) and related strategic, advocacy and operational priorities having significant impact on mid to short-term focus areas within MSP.
- Lead a nationwide team to deliver a strengths based, dignified and client responsive program in partnership with other agencies, government and communities,
- Work closely with State and Territory teams to support delivery of the Safety Net in the local context, adapting relevant tools as required and ensuring consistent practice, data collation and assessments
- Lead – alongside S/Ts Leads - delivery of relevant funding streams and associated budgets, reporting and contract management, and accountable for financial management and reporting on nationwide funding streams
- Extend the program model as a whole of organisation response, to reach those in regional and remote areas, or in urban areas where they are not able or willing to access assistance including specific outreach on emerging areas of vulnerabilities, for example, exploitation, family violence, undocumented migrants,
- Use the insights collected to produce high quality advocacy asks around policy, funding and partnership development, depending on insights and gaps emerging, and systemic issues and drivers impacting access to support and services for this group;
- Lead and manage all aspects of relevant operational requirements including nationally consistent client support, systems, stakeholder engagement, HR, program development, staff performance and cohesion in keeping with nationally consistent policy, procedures and agreements.
- Develop a nationally consistent approach and systems to support service delivery, using innovative and agile practices.
- Engage broadly with the sector on areas of mutual work and concern, learning from best practice and ensuring continual improvement within the program.
- Develop risk management plans that are in accordance with program issues, including identification and mitigation strategies, and incident support.
- Model and lead a positive work culture to support wellbeing, engagement and productivity.

- Develop and maintain strong relationships across MSP, relevant Red Cross departments and support areas
- Lead the team to ensure compliance with all Red Cross policies including the Code of Conduct and Workplace Health and Safety.
- Collaborate with colleagues from across the country on projects, develop new networks, insights and skills whilst generating shared impact on outcomes.
- Seek out opportunities and lead Red Cross responses for establishing partnerships and funding agreements.
- Drive an agenda of change and innovation to create impact on strategic outcomes.
- Embed volunteering as a way of working.
- Seek opportunities and lead national responses to related funding and partnerships.
- Represent Red Cross at national and cross sector forums to progress strategic priorities.

## ■ Position Selection Criteria

### Technical Competencies

- Significant experience managing medium to large-scale national programs, grants and contracts in the community services and humanitarian sector.
- Extensive experience in workforce leadership, management, collaboration and coordination in a complex human services environment.
- Demonstrated experience in the development and implementation of quality and practice systems.
- Highly developed and demonstrated sound judgement, personal management skills with high business acumen, communication and people skills.
- Strong analytical, planning, budgeting, financial management and reporting skills.
- Excellent written and oral communication skills along with proficient computer skills (spread sheets, word, email and database).
- Good knowledge of legislative, policy and practice requirements relevant to refugees and people made vulnerable because of migration.
- Proven ability to manage complex stakeholders and relationships across multiple locations
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders

### Desirable

- Demonstrated experience in working with migrants in transition and understanding social political issues impacting migrants locally, regionally and globally

### Qualifications/Licenses

- Tertiary qualification and significant experience in community services desirable

### 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.
- **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.

- **Team effectiveness | Managing performance |** Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **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 | 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.
- **Organisational effectiveness | Innovating and improving |** Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.
- **Organisational effectiveness | Managing risk |** Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

## ■ 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