

POSITION DESCRIPTION – TEAM LEADER

Position Title	Advisor - Recovery & Resilience	Department	Victorian Emergency Services
Location	Melbourne, Victoria	Direct/Indirect Reports	4
Reports to	State Lead Recovery & Preparedness	Date Revised	September 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0045959

■ 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

The role will be responsible for the development and implementation of a suite of resources and activities aimed to enhance the resilience of communities to the impact of and related stressors. The Advisor Recovery and Resilience will play a critical role in developing and implementing local/community-based resilience building programs and relationships, to support communities impacted by disasters and changing climate.

This role will have a strong focus on community engagement, implementing sustainable and effective community preparedness and recovery initiatives aimed to increase community capacity to support a strong, positive recovery and to better prepare for future disaster events across impacted areas of Victoria.

The role requires a self-motivated and proactive person, able to manage their own time and any support roles and volunteers time effectively, with strong attention to detail and organisational skills.

■ Position Responsibilities

Key Responsibilities

- Undertake a capacity and needs assessment to understand the strengths and needs of communities, map existing networks and services being delivered and emerging trends and issues that may need to be considered in response activities
- Actively engage with key stakeholders including local government, primary industry services, and community service providers working with people impacted by disasters, to identify resource and service delivery gaps.
- Work closely with the State Lead, Recovery and Preparedness to implement a program and an approach for engaging and supporting communities impacted by changing climate, which can be tailored for use Nationally.
- Provide education, training and resilience and preparedness initiatives to support community members, service providers, local and state government

- Oversee the training, development and support of local volunteers ensuring our ongoing capacity as well as facilitate relevant training and workshops to the broader sector as required
- Represent Red Cross in regional governance committees
- Undertake monitoring and evaluation to assist the project to meet its accountability requirements, to support ongoing learning and improvement and to contribute to the knowledge base within Emergency Services and the sector.
- Lead drought and bushfire recovery coordination activities across regional areas and including in to new areas of perceived threat.
- 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.
- Assist with the creation and implementation of regional and municipal recovery strategy and policy and support IGEM submissions
- Lead project management of PHP funding
- Coach, mentor and develop direct reports in order to achieve both financial and non-financial outcomes
- Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety

■ Position Selection Criteria

Technical Competencies

- Highly developed understanding and experience in community development and/or emergency management
- Demonstrated experience in program management, including design, analysis and implementation of projects within a multi-site environment
- Ability to work effectively as part of a team and within a matrix management structure
- Demonstrated ability to engage with and influence internal and external stakeholders at various levels
- Well-developed analytical, problem solving and decision making abilities
- Excellent public speaking, presentation and interpersonal skills, both written and oral
- Proficiency in MS Office
- Experience in managing both staff and volunteers (highly desired)

Qualifications/Licenses

- Relevant tertiary qualifications, and/or experience in the community or emergency sector.
- Driver's licence
- A Working with Children check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **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 | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **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 | 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.

■ 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.