

POSITION DESCRIPTION – TEAM MEMBER

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| Position Title | Senior Mobilisation Officer | Department | Community Programs – Business Operations & Coordination (Mobilisation Unit) |
| Location | Milton or Gold Coast | Direct/Indirect Reports | Nil |
| Reports to | State Mobilisation Lead | Date Revised | April 2018 |
| Industrial Instrument | Social Home Care and Disability Services Award | | |
| Job Grade | Job Grade 4 | Job Evaluation No: | |

■ Position Summary

Reporting to the Mobilisation Lead, the **Senior Mobilisation Officer** will work under general direction and bring a high-level knowledge and skills to undertake a range of functions to support the Volunteer, Membership and Mobilisation agenda in Queensland.

This role requires experience in volunteer management and/or membership service co-ordination and the proven ability to:

- plan and execute Statewide projects of scale and impact which create meaningful opportunities for individuals to connect and align to their interests and values
- connect people and networks to build momentum on causes of interest or shared purpose – our people taking action framework
- support teams and branches to activate community members that share Red Cross humanitarian principles to deliver on key initiatives across various areas of interest (justice reinvestment, disaster response, preparedness and recovery, social inclusion, migration, place-based development)

The position requires high-level training and engagement skills with an ability to inspire and motivate others. It will possess sound business acumen to determine the impact of program implementation on the organisation and the ability to ensure strategies have measurable outcomes that achieve organisational goals and priorities.

■ Position Responsibilities

Key Responsibilities

- Deliver program goals that build and drive our Volunteer, Member and Mobilisation agenda in Queensland, by:
 - Planning and implementing large scale and impactful approaches to humanitarian action including but not limited to self-mobilising initiatives, internal and external volunteering opportunities, and promoting and sharing humanitarian stories using contemporary social and digital technology.
 - Supporting service teams/branches to activate local humanitarian projects and provide the

knowledge, expertise, tools and resources to aid voluntary humanitarian action and opportunities for people to self-organise.

- Deliver, in consultation with line manager and key stakeholders, Mobilisation Core Foundations or other initiatives through structured people and project management methods including assess, document and manage (including contingencies and mitigation plans) internal and external project risks
- Support the Mobilisation Lead to ensure that all levels of project planning and implementation meet both internal and external legislative standards, policy and accreditation obligation
- Understanding different stakeholders' needs and priorities including being a responsive point of contact, for questions and problems, providing advice and ensuring their ongoing engagement and able to deliver effective responses and solutions
- Provide input into regular organisational reporting as well as showcasing learning and progress from initiatives

■ Position Selection Criteria

Technical Competencies

- Understands and integrates appropriate project management tools and processes with strong ability to multi-task in a high volume, fast-paced work environment.
- Demonstrated understanding of humanitarian principles, standards and responses and experience in roles which focus on engagement of individuals and/or communities through volunteering or other methods of participation/mobilisation
- Strong communication, negotiation and interpersonal skills and demonstrated ability to build rapport and establish positive and constructive relationships with a diverse cross section of stakeholders both internally and external to the organisation
- Strong problem solving skills with proven ability to identify issues and suggest appropriate courses of action for achieving goals in complex project settings
- High level written communication skills to ensure clear, concise and accurate information dissemination as well as high level computer literacy and knowledge of technology and social media platforms
- High level experience operating with compliance and quality control practices and processes in humanitarian organisational context
- Experience working with and a sound understanding of the needs of Aboriginal and Torres Strait Island people and people from Culturally and Linguistically diverse backgrounds

Qualifications/Licenses

- Tertiary qualifications *desirable* (Degree or Diploma), preferably in community and/or humanitarian disciplines, social policy, human services and/or substantial level of experience and expertise to undertake the range of activities required.
- Current and valid Australia Driver's License

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.
- **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