

## POSITION DESCRIPTION – TEAM MEMBER

|                       |  |                         |                    |
|-----------------------|--|-------------------------|--------------------|
| Position Title        | Project Officer Response                       | Department              | Emergency Services |
| Location              | Sydney   | Direct/Indirect Reports | nil                |
| Reports to            | Coordinator Resilience & Response              | Date Revised            | Aug 2021           |
| Industrial Instrument | Social Home Care and Disability Services Award |                         |                    |
| Job Grade             | Job Grade 4                                    | Job Evaluation No:      | HRC0042197         |

### ■ Position Summary

The Project Officer Response role support the Coordinator Resilience and Response role in ensuring our operational capacity and capability to respond to emergencies in NSW and ACT.

On a day to day basis the Project Officer, has responsibility for the operational systems, procedures, equipment and overall capacity to ensure we are able to meet our operational responsibilities. The role will support Red Cross emergency response operations as required during and after an event, in accordance with the National Emergency Services strategic priorities and State/Territory based emergency management arrangements.

### ■ Position Responsibilities

#### Key Responsibilities

- Liaise with key partners on the management of emergency services National Rostering and Deployment system (REDS), Register.Find.Reunite., Fulcrum, Mapping and broader GIS technology
- Deliver or assist in the delivery of Register.Find.Reunite to NSW Police, ACT Police and Resilience NSW as required
- Support the delivery and development of the Emergency Services program through the collection and reporting of operational data and participation in state and national Emergency Services response projects
- Proactively support the Coordinator Resilience and Response in monitoring workforce capability to ensure operational requirements are met during and post an event
- Support the training of volunteers in collection of information during response and in immediate recovery to help inform a rapid assessment of impact and community needs to help in form longer term recovery initiatives
- Engage with and maintain capability and capacity of Field Operations Liaison Officers to support State Incident Management Team
- Act in an operational role during an emergency, including intrastate and interstate activities.

- 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 support 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

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated experience to build rapport, negotiate and establish positive and constructive relationships with internal and external stakeholders and liaise with people at all levels and from diverse backgrounds
- Relevant skills or experience in the emergency management sector
- Experience in developing, exercising and reviewing systems, policies, procedures and operating guidelines and tools
- Highly developed oral and written communication skills, including presentation and media liaison
- Demonstrated organisational skills to manage competing priorities within tight timeframes
- Proven ability to identify new approaches and solutions and be innovative in addressing challenges
- Proficiency in MS Office or similar software

### Qualifications/Licenses

- Relevant tertiary qualifications, skills or experience in the emergency management, systems and data basis and relevant experience working with volunteers
- Current Driver's License.
- A Working with Children check is a mandatory requirement for this role

### Behavioural Capabilities

- **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 | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **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 | Innovating and improving** | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

## ■ 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.