

## POSITION DESCRIPTION – TEAM MEMBER

Position Title	Economic Participation Lead	Department	Migration Support Programs
Location	Flexible	Direct/Indirect Reports	0
Reports to	Manager – Supporting Refugees & Humanitarian Entrants	Date Revised	Dec 2020
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	Job Evaluation No:	HRC0027499

### ■ Position Summary

Australian Red Cross' Migration Support Programs works alongside migrants in transition to ensure their humanitarian needs are met and that they 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.

Red Cross' Humanitarian Settlement Program (HSP), commenced in October 2017. It provides support to refugees and humanitarian entrants to build the skills and knowledge they need to become self-reliant and active members of the Australian community. The program is funded by the Department of Home Affairs and works with approximately 2,000 humanitarian entrants annually to successfully settle in Western Australia and Canberra and surrounds.

The Lead is responsible for supporting State and Territory teams in rolling out the Red Cross employment model for HSP clients, as well as strengthening our nationwide understanding, action and strategy on economic participation, including job readiness, mentoring, business startups and strategic partnerships with other nationwide agencies, industry groups and employers.. This role is critical in ensuring that our relationships internally and externally are relevant, strong and mutually beneficial.

### ■ Position Responsibilities

#### Key Responsibilities

- Drive economic participation as a critical strategic outcome of HSP, and migration programs more broadly, including collaborating to develop a two-year action plan to further develop a vision and strategy that reflects organisational strategic priorities and processes
- Lead the piloting and implementation of extended employment support in the regions where we support refugees and humanitarian entrants (ACT, regional NSW and WA) , including adapting Connect Match

- Support, identifying and capitalising on new opportunities, and building internal capacity to understand and meet the needs of job seekers and employers
- Build professional relationships with internal and external stakeholders across Australia, and in particular external partners on employment issues
- Advise and engage and closely with the Migration Support Programs leadership, ensuring active participation on national forums, leveraging opportunities to work on broader projects or pilots that will contribute to our work supporting migrants in transition
- Inform the design of volunteer responses that enable our approach to economic participation
- Work with State/Territory teams to develop strong relationships with cultural community groups to support economic participation
- In collaboration with State/Territory teams, initiate and pilot new and innovative approaches to economic participation
- Develop quality-training resources, which may involve working with internal subject matter experts and third parties for content and design
- In partnership with colleagues, including the Engagement and Support team, support and build strategic partnerships on employment

## ■ Position Selection Criteria

### Technical Competencies

- Demonstrated ability to develop and implement strategy and service planning in employment programming for diverse groups for diverse groups
- Demonstrated ability to offer innovative and contemporary thinking to current ways of working
- Demonstrated ability to manage projects, change processes or similar – including the ability to plan, communicate and manage projects to time, quality and cost requirements
- Excellent stakeholder management skills and demonstrated ability to influence internal and external stakeholders at various levels of the organisation
- Experience in coaching and facilitation, including the ability to coach others on managing through transformation and change
- Ability to collaborate, influence and communicate with a diverse range of people
- Experience working in community development or sound understanding of community development principles would be highly regarded
- Experience working with or supporting volunteers and/or members
- Highly developed oral and written communication skills, including presentation skills

### Qualifications/Licenses

- Relevant tertiary qualifications would be well regarded
- A Working with Children check is a mandatory requirement for this role

### 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 | 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.
- **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 | Thinking strategically** | Demonstrated understanding of how an individual's role and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.

## ■ 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