**POSITION DESCRIPTION – TEAM MEMBER**

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| Position Title | Program Officer - Protection | Department | Migration Support Programs |
| Location | Australia wide | Direct/Indirect Reports | 0 |
| Reports to | Manager – Protection | Date Revised | October 2019 |
| Industrial Instrument | Choose an item. |
| Job Grade | Job Grade 4 |

■ **Position Summary**

Australian Red Cross’ Migration Support Programs works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement’s increased impact on migration.

Migration Support Programs operates within an adaptable and lean model that is scalable, responsive to the changing context and needs of migrants in transition, and integrated in service delivery, activation and influence. We are connected locally, nationally and globally through our networks across the Red Cross Red Crescent Movement, the community, businesses and government sectors. We also work through an ongoing adaptive process to ensure relevance and impact through the integration of human centred design principles along with locally sourced insights.

The Program Officer – Protection will provide technical support in the protection stream in particular (but not limited to), in the areas of Restoring Family Links and Detention Monitoring. They will work with nationwide teams to develop tools for protection, enhance our use of tools to support our program objectives, and driving and piloting future technological solutions. They will also lead various projects as required including policy analysis, policy and advocacy development, and specific protection project management.

■ **Position Responsibilities**

**Key Responsibilities**

* Provide technical support to the nationwide team to identify, review and develop key areas for policy and procedure development in the area of protection.
* Collaborating with internal, external and Movement stakeholders to develop tools and resources for protection activities, including ensuring effective integration of tools with data management and reporting requirements.
* Drive projects through the various stages of the project management cycle and be responsible for developing and maintaining project documents and communicating the progression of projects in line with established project methodology.
* Initiate and prepare reports and briefings on Immigration Detention Monitoring and Restoring Family Links
* Conduct research, including review of case and program documentation to identify relevant evidence to inform strategy and program development.
* Collaborate with colleagues from across the country on projects, develop new networks, insights and skills whilst generating shared impact on outcomes
* Collaborate on strategic projects.
* Volunteer engagement and management.
* Actively contribute to a positive work environment culture.

**■ Position Selection Criteria**

**Technical Competencies**

* Advanced conceptual and analytical skills, thorough knowledge of humanitarian and global political issues and diverse cultures, and ability to investigate trends in population movements and humanitarian responses.
* Demonstrated understanding of humanitarian issues relating to the areas of Protection, particularly in Restoring Family Links and Detention Monitoring
* Advanced project management skills
* Excellent written and report writing skills
* Excellent MS Excel skills/Database expertise -CRM Database experience an asset
* Demonstrable experience of developing processes and procedures
* Proven ability to work across multiple functions and collaborate effectively with a range of internal and external stakeholders
* Demonstrated cultural competence and the ability to work with people from diverse backgrounds.
* Proven capacity to be adaptive and resilient and to work independently in a self directed manner, and also as a member of a team

**Qualifications/Licenses**

* Relevant tertiary qualifications or equivalent experience in community services, legal services or related fields
* 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.
* **Organisational effectiveness | Focussing on clients |** Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
* and work contributes to achieving organisational goals. Ability to think ahead and plan accordingly.
* **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 3 years thereafter. Police check renewals may be required earlier than 3 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