

## POSITION DESCRIPTION – TEAM LEADER

|                       |  |                         |  |
|-----------------------|--|-------------------------|--|
| Position Title        | Coordinator Community Engagement               | Department              | ACT – Community Programs                 |
| Location              | Garran, ACT                                    | Direct/Indirect Reports | Staff: up to 10<br>Volunteers: up to 150 |
| Reports to            | Regional Manager ACT                           | Date Revised            | June 2020                                |
| Industrial Instrument | Social Home Care and Disability Services Award |                         |  |
| Job Grade             | Job Grade 5                                    | Job Evaluation No:      | HRC0007751                               |

### ■ 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 Coordinator role is directly responsible for program supervision and oversight of Office operations. The Coordinator role also provides leadership and support to Volunteer Engagement activities, and works closely with the Regional Manager to develop community engagement opportunities throughout the region. It is responsible for the efficient and effective management of all aspects of the range of services and programs across the Roadhouse, and Youth Engagement programs.

A primary goal of this role is to assist people who are living with vulnerability in our community through direct service delivery and/or community activation.

### ■ Position Responsibilities

#### Key Responsibilities

- Coach, mentor and develop direct reports in order to achieve program deliverables, positive volunteer experiences, and client-centred outcomes
- Provide senior supervision of the volunteers delivering homelessness assistance, youth engagement, and Administration services
- Ensure budgets are met by achieving set revenue targets, and managing controllable expenses
- Lead the team to ensure compliance with all Red Cross policies including the Ethical Framework, Child Protection Code of Conduct, Risk Management, and Workplace Health and Safety
- Coordinate efficient and effective service delivery to clients, supporting staff to tailor services to meet individual client need where possible
- Carry out and/or oversee planning, reviews, research and/or studies into opportunities for current and future volunteer and community activation in the ACT region
- Collaborate with the Regional Manager to support Red Cross members and volunteers to engage in Red Cross strategic developments, including regular communications for Red Cross members and volunteers

- Liaise with National Finance Department personnel to ensure relevant invoices, payments, and reimbursements relating to suppliers, clients, volunteers and members are prepared and authorised for payment in a timely and accurate manner.
- Undertake all management functions relating to staff, including recruitment and selection, ongoing support and supervision, performance management and annual Performance Review and Development processes
- Manage and oversee the development and review of program specific policies and procedures
- Support staff to implement approved Volunteer recruitment processes in areas of program responsibility and seek ways to improve retention and the Volunteer experience
- Support direct reports to develop staff and volunteer rosters with contingency plans, including the provision of direct service delivery on occasion
- Complete all reports as required by external funders and meet all internal reporting expectations
- Actively promote Red Cross and its social connectedness programs in the external environment
- Provide event management in collaboration with Office operations staff for key divisional activities – e.g. Staff/Volunteer Awards, World Red Cross Day and other community engagement events.
- Undertake other tasks as reasonably directed by the Regional Manager

## ■ Position Selection Criteria

### Technical Competencies

- Extensive experience in the community services and/or social enterprise sector and in delivery of services
- Demonstrated experience in managing staff and volunteers
- Proven ability to manage programs/projects effectively and efficiently
- Highly developed organisational and time management skills
- Excellent general office and administration skills, including financial processes or ability to learn
- Demonstrated experience in developing innovative, human-centred solutions to meet the needs of vulnerable people
- Excellent communication and interpersonal skills with demonstrated ability to engage effectively with a broad range of people
- Ability to work independently, proactively and under general direction
- Demonstrated integrity and trustworthiness, and can maintain confidentiality and high ethical standards in all matters
- Collaborative in approach, and works well in a team/s to achieve goals by building effective relationships
- Demonstrated capacity for resilience and pro-active leadership through change
- Has drive, is enthusiastic and energetic, and projects a positive image
- Provides passion and commitment to humanitarian action and voluntary service

### Qualifications/Licenses

#### Essential

- Relevant tertiary qualifications, skills and / or experience in the community sector or related field
- Current Australian Drivers' License
- ACT Working with Vulnerable People card
- 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.
- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **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 | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **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 | Thinking strategically** | Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.
- **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.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

## ■ 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