

POSITION DESCRIPTION – TEAM MEMBER

Position Title	National Senior Project Officer, Strategic Operations	Department	Community Programs
Location	TBC	Direct/Indirect Reports	Direct reports: Indirect reports: Volunteers: TBC
Reports to	National Manager, Strategic Operations	Date Revised	May 2018

■ Position Level Descriptor

An individual at the Team Member level is accountable for their performance, contributes to team performance and does not have any people reporting to them on a day to day basis.

■ Position Summary

The National Senior Project Officer is a member of the Community Programs (CP) directorate and responsible for coordinating a range of projects and activities across CP. The incumbent will be required to work closely with employees across the directorate, offices in the states and territories and relevant staff from other directorates.

The CP directorate drives the delivery of four key strategic outcomes across the organisation by providing strategic leadership, ensuring client and community voices are reflected in decision making, developing innovative models of working, building an evidence base of impact and ensuring a strong external focus.

The four key strategic outcomes led by CP include:

- 500,000 Australians are connected and supported by the community to overcome their deep social exclusion.
- The wellbeing of young Aboriginal and Torres Strait Islander peoples has improved by 20%.
- There has been a 50% improvement in community determined indicators in up to 20 of the most vulnerable communities in Australia.
- Australian governments are directing into justice reinvestment at least 50% of saving delivered by 10% reduction in Australian prison numbers.

■ Position Responsibilities

Key Responsibilities

This position is responsible for supporting ongoing and project-based priorities within the strategic operations and projects team. Responsibilities include but are not limited to:

- Providing project support for strategic planning, performance and reporting, budget and forecast activities and processes for CP.
- Supporting our future operational readiness for user choice reforms.
- Providing project support for the management of high value national contracts.

- Liaising with relevant state and territory teams to provide systems and process support for monitoring and reporting.
- Providing project support to the key priorities identified by the National Lead for Aboriginal and Torres Strait Islanders including but not limited to:
 - delivery of Australian Red Cross reconciliation commitments;
 - building cultural practice at Australian Red Cross; and
 - coordinating the National Aboriginal And Torres Strait Islander Leadership Team.
- Providing administrative and project support for the directorate's reporting processes such as regular reporting to the Board and relevant sub-committees and strategic and financial reporting to the Executive.
- Providing input and support in the preparation of a variety of reports and key documents for the Executive and Board.
- Supporting operational efficiencies across the directorate for example: streamlining contract management, financial monitoring and internal and external reporting processes.
- Supporting evidence building practices and data driven decision making within CP.
- Supporting strategic and operational meetings across the Services Senior Management Team including the State and Territory Directors and the CP Directorate.
- Supporting the development and review of best practice frameworks, policies, procedures and resource materials to enable effective response to identified priorities.
- Providing administrative and project support for relevant forums, workshops, steering and other groups.

■ Position Selection Criteria

Technical Competencies

- Demonstrated project management skills.
- Highly developed verbal and written communication skills including the ability to conduct research and prepare briefing notes.
- Demonstrated ability to work and contribute effectively within a highly adaptive team environment including working across directorates as a member of short-term project teams as and when required to drive impact.
- Demonstrated experience in contract management and financial analysis.
- Demonstrated experience and knowledge of the humanitarian and community sectors with relevant experience in one or more of the following areas highly desirable:
 - justice;
 - work with Aboriginal and Torres Strait Islander communities and programs;
 - deep social exclusion; and
 - Place-based community development.
- High level administrative, organisational and time management skills.
- Proficiency in the Microsoft Office suite, experience developing and maintaining information management processes and systems such as databases together with knowledge of electronic and hard copy filing process.
- Demonstrated ability to build and maintain internal and external relationships at all levels.
- Experience in Agile project management and/ or human centred design is desirable.
- Demonstrated cultural competence.

Qualifications/Licenses

Tertiary qualification, preferably in social policy, human services, community services or equivalent experience

Behavioral Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Promotes Red Cross through role modelling the Fundamental Principles of the organisation | Recognises and promotes the organisation's impact on the vulnerable | Pro-actively looks for opportunities to share skills or build capacity both internally and externally.

- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**

Obtains the best result by using knowledge of Red Cross, the sector and the broader environment | Keeps up-to-date with broader sector factors, which may have an impact on the organisation | Understands the viewpoints and activities of other departments within the organisation and relates this work to own department's work | Operates within legal and organisational policy and procedural boundaries | Introduces formal quality management systems | Drives continuous improvement initiatives.

- **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**

Demonstrates a high level of initiative to achieve results | Accepts responsibility when things do not go according to plan | Works through complex challenges to achieve success | Makes sound decisions despite uncertainties and pressure | Maintains transparent and accurate reporting to appropriate levels | Controls strong emotions and responds constructively to challenges.

- **LEAD | Being Strategic | Identifies optimum strategic responses in a changing environment**

Communicates and provides context for strategies to engage Red Cross stakeholders | Translates Red Cross strategy and Fundamental Principles into operational activity | Demonstrates how the strategy and Fundamental Principles provide a framework to inform decision making and action | Provides opportunities for individuals and groups to understand their contribution to the strategy.

- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support.

■ 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