
Position Title:	Program Coordinator (Deployments)
Location:	Carlton, Melbourne
Reports to:	Manager, Deployment Operations
Direct Reports:	None
Classification:	Level 1-2
Employment type:	Full-Time
Start date:	Mid-January 2021
Length	6 months, with possible extension
Salary:	AUD \$65,000 p/a, plus 10% super, plus salary packaging

RedR Australia

RedR Australia is a leading international humanitarian response agency that selects, trains and deploys technical specialists globally. RedR Australia provide skilled people and training to help communities prepare, respond and recover from crises and conflict. RedR Australia maintains a roster of more than 750 technical experts across a range of skill profiles including disaster risk reduction, emergency preparedness, and recovery and stabilisation activities in times of need. RedR Australia manages **Australia Assists**, the Australian Government's humanitarian civilian deployment program, deploying technical specialists to help partners prepare for, respond to and recover from natural disasters and conflict globally.

Position Summary

Reporting to the Manager Deployment Operations, the Program Coordinator will be responsible for coordinating the administrative and logistical management of RedR Australia deployments across the full deployment life cycle - pre-deployment, on-deployment and post-deployment. The role will work closely with the Deployment Focal Points based in Melbourne and Regional Offices to ensure the smooth coordination of technical specialists deployed to help communities prepare, respond and recover from crises and conflict. This role will have significant liaison responsibility with RedR Australia's local and international partners such as service providers, United Nations agencies and Governments. The incumbent will also manage an allocation of deployments across the global portfolio, predominantly in Asia.

The incumbent will also support the Deployments Team in the transition to a new business information system, requiring the preparation and transfer of deployment information and data, and input into the streamlining of deployment systems and processes.

Key Responsibilities

Pre Deployment

- Ensure timely communication with deployees regarding critical information necessary to commence the pre-boarding process, including but not limited to pre-deployment medicals, visa processes, psychosocial briefings, policies and procedures, and contracts.
- Ensure deployees complete critical pre-deployment administration and documentation and that information is entered correctly into deployment databases. Ensure relevant information and documents are shared with the appropriate RedR staff and external partners.
- Support deployees to obtain the relevant visa necessary for their country of deployment and coordinate the booking of flights with RedR Australia's external travel providers.
- Prepare and coordinate deployee contracts, budgets and financials payments.
- Coordinate and participate in the pre-deployment briefing process in consultation with the assigned Deployment Focal Point and other teams including MEAL, Safety and Security and Communications.
- Facilitate the arrival arrangements of deployees with appropriate United Nations agencies, Governments, or Regional Organisations.

Deployment Management

- Ensure the completion of deployee’s mandatory arrival obligations.
- Coordinate and process deployee financial payments during deployments.
- Provide advice to deployees on issues relating to their contract, including remuneration schedules and leave provisions. Monitor and track the annual leave entitlements taken by deployees during deployments.
- Track the submission of deployee reporting and send reminders to deployees in advance of reports being due. Ensure that critical issues within monitoring reports are followed-up with relevant internal stakeholders.
- In cooperation with the Safety and Security team, ensure that the deployee adheres to their contractual obligations with respect to check in and travel requests.
- Liaise with partner agencies on any requests for contract extensions, and complete the required administration to this effect, including cost-sharing arrangements.
- Ensure familiarity with partner MoUs and engage constructively and professionally with partners.

Post Deployment

- Coordinate the timely and accurate completion of end of deployment reporting and follow-up with partners on the completion of performance evaluations. Engage constructively with deployees on the content of any partner assessments, positive or otherwise.
- Liaise with service providers to facilitate debrief appointments including referrals and payment information.
- Coordinate outstanding deployee payments and leave allocations in cooperation with the finance team. Work with the finance team to resolve any payroll-related queries.
- Coordinate and participate in the post-deployment briefing process in consultation with the assigned Deployment Focal Point and other teams including MEAL, Safety and Security and Communications. Coordinate the completion of RedR Post Deployment Reviews (PDRs).

General

- Support the preparation and transfer of deployment information and data to the new business information system, and provide critical input into the streamlining of deployment systems and processes.
- Monitor the Deployments Inbox and share relevant information with relevant team members.
- Ensure deployment information is kept up to date in deployment databases.
- Upload new deployment requests to Salesforce and reply to partners as required.
- Participate as an active member of the Operations team, and provide regular updates on the status and any concerns related to deployments.
- Ensure that all RedR policies are observed in all aspects of work.
- Ensure that any risks (program, operational, political, and reputational) related to the implementation of RedR’s work are immediately escalated.
- Complete any other ad hoc tasks as required.

Qualification, Knowledge, Experience and Essential Requirements

Qualifications
<p>Desired:</p> <ul style="list-style-type: none"> • Bachelor’s degree in international development, human resources, business or related field.

