

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Emergency Services Officer	Department	Emergency Services
Location	Sydney	Direct/Indirect Reports	Approx 300 volunteers
Reports to	Response Coordinator	Date Revised	Jan 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0023876

■ Position Summary

Reporting to the Response Coordinator, the Emergency Services Officer will work to build capacity and capability of volunteers in the Sydney Metropolitan, Northern Beaches and Sutherland Shire areas. The Emergency Services Officer will work with the coordinator to ensure we have the capacity to support immediate response and recovery response through building the capacity of communities to prepare themselves for future disaster events.

The role requires a self-motivated and proactive person, able to manage their own time effectively, a high level of administrative skill, organisational ability, skilled working with communities in recovery and willingness to support local Emergency Services volunteers and to work as part of a broader team.

■ Position Responsibilities

- Assist with the development of effective engagement, support and communication strategies for emergency services volunteers in the area.
- Assist Team Leaders and volunteer trainers in supporting volunteer development, recruitment, training and retention.
- Work with a broad range of community services, local Government and emergency service agencies to deliver preparedness and recovery workshops and training.
- Coordinate workshops and courses; build participant invitation lists; ensuring venues, trainers and catering are booked, invoices are processed; and resources are ready for each workshop/course.
- Support the ongoing monitoring of emergency preparedness, response and recovery capacity and capability in communities located in the Sydney Metropolitan, Northern Beaches and Sutherland Shire areas. .
- Promote a proactive approach to the management of WHS issues and ensure implementation of the Red Cross WHS plan/strategy

- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints Coordinate and implement a range of relevant, high quality, contemporary National frameworks, resources and materials to drive best practice across service delivery and workforce management

■ Position Selection Criteria

Technical Competencies

- Proven highly developed administrative, organisational and time management skills
- Proven experience developing, and working with volunteers
- Demonstrated advanced computer skills including ability to use Word, advanced Excel, spreadsheets and Outlook and familiarity with invoice processing and data base applications or systems
- Events management experience highly regarded.
- Demonstrated ability to work as part of a geographically diverse team and to take direction from local, regional and state leads
- Highly developed oral and written communication skills, including presentation skills.
- Demonstrated understanding of community development strategies
- Proven ability to identify new approaches and solutions and be innovative in addressing challenges
- Capacity to work independently and adaptively within a demanding, changeable and unpredictable environment
- Ability to work outside standard business hours, during emergencies, meetings and training is a requirement of this role.

Qualifications/Licenses

- Relevant tertiary qualifications, skills and / or experience in Emergency Services and Adult Education
- Current Drivers License
- A Working with Children Check is a mandatory requirement for this role

Behavioural Capabilities

- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **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** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Accountable for own performance and ability to set clearly defined objectives for achievement.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.

■ 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.