

## Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

## Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

## Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

## Our Values

We are part of a movement.



### **We Respect**

As humanitarians, we put people first, listening to, understanding and respecting each other.



### **We aspire**

We are curious, optimistic and we learn, because we want to do and be better.



### **We collaborate**

We achieve our best by bringing people together on shared goals.



### **We stand up**

We face challenges and opportunities with courage and compassion.



### **We deliver**

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the seven fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Code of Conduct and applicable policies
- Strive to create a safe and inclusive culture with wellbeing at its centre. We embrace diversity and welcome Aboriginal and Torres Strait Islander people, and people with different lived experiences, abilities, gender, ethnicity, age, and sexual orientation. We are a child safe organisation with zero tolerance of any harm to children. Our vision is to be trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

## Position Description

|                  |                                                               |                         |                              |
|------------------|---------------------------------------------------------------|-------------------------|------------------------------|
| Position Title   | <b>Director - Crisis Response</b>                             | Department              | State & Territory Operations |
| Location         | Flexible                                                      | Direct/Indirect Reports | Up to 8 Reports              |
| Reports to       | Executive Director – S&T Ops                                  | Date Revised            | June 2026                    |
| Industrial Award | Social, Community, Home Care and Disability Services Industry |                         |                              |
| Award Level      | 8                                                             | Red Cross Job Grade     | 10                           |
| Job Level        | People Leader                                                 | Job Evaluation No:      | 513636                       |
| Special Measures |                                                               |                         |                              |

### Position Summary

Australian Red Cross plays a pivotal role in supporting communities, closely integrated with emergency management arrangements at all levels of government. With a strong focus on psychosocial wellbeing and social cohesion, we respond to a wide range of crises that impact communities, whether as a result of natural hazard or other impacts.

The Director, Crisis Response is responsible for the delivery of Australian Red Cross' response, relief and short-term recovery to crisis events across Australia and ensuring Australian Red Cross has a trained and ready to deploy workforce (staff and volunteers). The Director will provide strategic and operational leadership across the organisation and will inform and lead influence and advocacy initiatives, ongoing development of response offerings, thought leadership and horizon scanning in relation to the organisations response to crisis events whilst ensuring financial sustainability.

The role is responsible for managing and leading nation-wide teams and embedding adaptive, human centered ways of working, as well as fostering a culture of innovation and impact to meet emerging community needs.

The position plays an integral role in developing and managing relationships with external stakeholders, including federal and state/territory government departments, Red Cross Movement partners, peak bodies, sector partners, key research and policy groups, and funders.

### Position Duties

#### Key responsibilities/accountabilities

- End to end responsibility for delivery of Australian Red Cross' response to crisis events, including leadership and engagement across the organisation.
- Leading and developing ways of working across a matrix organisation, influencing and contributing across multiple teams and partnerships, to deliver on organisational strategy.
- Accountability for ensuring that all nation-wide emergency activations result in positive, demonstrable outcomes for clients/communities.
- Ensure Australian Red Cross has a trained and ready to deploy workforce (staff and volunteers), able to meet contractual obligations and the emerging needs of communities and the sector.

- Develop nation-wide planning to increase impact and address emerging community needs in response, relief and early recovery, including as part of adaptation to a changing climate.
- Contribute as a Senior Leadership Team representative across a range of other duties, tasks and activities associated with this role as reasonably required.

### **Financial**

- Contribute to organisational and program sustainability and develop partnerships with public and private, local, state/territory and Federal entities, including identifying and developing new funding opportunities.
- Ensure all activities are operated within budget, and compliant with all legal and policy frameworks.

### **Strategic**

- Under the direction of the Executive Director, lead the development and implementation of crisis response programming, including development of annual plans, leading on strategic priorities, advocacy and co-designing shared vision and co-contribution.
- Provide advice and support to Australian Red Cross Executive, CEO and governance on technical and strategic emergency management matters.
- Actively identify and seek new opportunities for program development, including revenue and partner generation with enterprise, public, private and/or national entities.
- Contribute to confidential advocacy to government agencies on emergency related matters.
- Provide strategic leadership across community, business and government sectors, to achieve collective impact of strategic priorities and community need.

### **Operations**

- Accountable for sustainable nation-wide frameworks to deliver crisis response, relief and early recovery activities.
- Engage and collaborate with State/Territory Directors and local teams in delivering crisis response and recovery activities and integrating a whole of Australian Red Cross approach.
- Ensure active risk management, including identification and mitigation, as part of regular program monitoring and support.

### **People Management**

- Lead, coach and develop team members to be adaptable and resilient as part of a high performing culture.
- As a member of the State and Territory Operations Senior Leadership Team; contribute to a collaborative culture that works together to achieve strategic outcomes within and beyond the Division.
- Continuously improve the volunteer experience and engagement, through implementation of innovative volunteer engagement and management strategies.
- Other duties and responsibilities as required by the Australian Red Cross.

### **Key relationships**

- Australian Red Cross people and the wider Red Cross Red Crescent Movement
- Government agencies, private enterprise, peak bodies and policy groups
- Executive and Senior Leadership Team

## Person Requirements

### Key Behavioural and Technical Capabilities

- Advanced relationship management and influencing skills with ability to negotiate and liaise effectively with Government (State and Local), partner organisations, corporates and across the Movement.
- Highly developed judgement, with high business acumen and demonstrated ability to make data and evidence driven decisions.
- Strong analysis, planning, budgeting and reporting skills.
- Highly developed written, oral and public presentation skills, with ability to effectively represent the organisation at key local, national and international forums.
- Ability to work under broad direction with a high degree of autonomy and use initiative on a regular basis to advance and execute strategy.
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team.
- Well-developed financial management skills and organisational acumen.
- Takes into account external events and trends impacting the organisation and identifies opportunities to influence the external environment.
- Extensive and diverse expertise in the application of approaches in dealing with complex challenges and ability to lead and maximise a large and diverse workforce.
- Demonstrated capability to ensure compliance with relevant legislation, policies and compliance frameworks/standards.

### Key Leadership and Organisational Capabilities

- Managing and Developing our People
- Connecting Our People and Our Work with Organisational Purpose and Vision
- Demonstrated cultural competence and the ability to work with and lead teams of people from diverse backgrounds whilst building belonging
- Ensuring we are client / customer focussed
- Managing our Resources Effectively and Sustainably
- Lead, support and manage positive and sustainable change.
- Lead and model work habits and behaviours that ensure individuals and teams can contribute to new ideas and ways of working constructively.
- A proven track record in developing and maintaining a high-performance culture to support the organisation's work with clients and communities and achieving impact.

## Person Requirements (continued)

### Experience

- Extensive and diverse experience in workforce leadership, management and development, including coaching team members, cross organisation and cross sector coordination.
- Extensive experience in crisis management or strategic management of large scale operational activities.
- Extensive and diverse experience in developing partnerships across community, business and government sectors and creating/ceasing opportunities for revenue generation.
- Basic understanding of Microsoft Office tools, such as Outlook, Word and Excel

- Sound experience working with individuals and/or families affected by disasters, in a community services' organisation or similar setting
- Proficient in using data analytic tools, such as PowerBI

### **Key Technical Capabilities**

- Crisis Management
- Financial Leadership
- Volunteer Management
- Strategic Planning
- People Leadership

### **Qualifications**

- Relevant tertiary qualifications and/or extensive and diverse relevant skills and experience in public service, business administration, emergency management, community services or related fields.
- Australian Drivers License.

## **Wellbeing, Health and Safety**

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management systems

## Key Job Requirements

### Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

|                                                   |                     |
|---------------------------------------------------|---------------------|
| A clearance to work with children                 | Yes                 |
| Driver's License                                  | Yes                 |
| A clearance to work with vulnerable adults        | Yes                 |
| Police check                                      | Yes - every 5 years |
| National Disability Insurance Scheme (NDIS) check | No                  |
| Influenza Vaccination                             | No                  |

***A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.***