

Position Description

Position Title	Officer - Resilience (RediCommunities)	Department	State and Territory Operations - Emergency Services
Location	South Australia	Direct/Indirect Reports	0
Reports To	Senior Officer – Resilience (Redicommunities)	Date Revised	April 2026
Industrial Award	Social, Community, Home Care and Disability Services Industry	Award Level	4
Job Level	Individual Contributor	Red Cross Job Grade	4
Job Requirements (licenses / compliance screening) <i>Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.</i>	• Police Check - every 5 years • A clearance to work with children • Driver License	Job Evaluation Number	486014
Special Measures	This is an identified role specifically targeting Aboriginal and Torres Strait Islander peoples.		

Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.

Position Summary

The **Resilience Officer - Redi Communities** supports communities to strengthen their capacity to prepare for, respond to, and recover from emergencies through the Australian Red Cross RediCommunities program. The role focuses on building local connections, facilitating workshops and discussions to support community resilience initiatives that reflect local strengths, risks, and priorities.

Working collaboratively with councils, community organisations, and emergency services, the officer guides communities through each phase of the RediCommunities process — from engagement and assessment to action implementation, and evaluation — ensuring inclusive participation and sustainable long-term resilience outcomes that align with Red Cross humanitarian principles and emergency management frameworks.

This role requires occasional intrastate travel, including periods of overnight stays away from home.

Position Duties

Key Responsibilities/Accountabilities

- **Community engagement:** Build relationships with local councils, community groups, and residents to encourage participation in resilience-building activities and foster inclusive engagement across diverse community sectors. Support the implementation of activities at individual, household, and community levels to strengthen resilience and disaster preparedness.
- **Facilitation and capacity building:** Plan and deliver workshops, discussions, and activities that strengthen community understanding of risk, preparedness, and recovery.
- **Community owned planning:** Lead a co-design process to develop a community-owned Disaster Resilience Action Plan that reflects shared community goals and priorities, strengthening local resilience, connectedness, and overall wellbeing.
- **Volunteer inclusion:** Actively engage and support Red Cross volunteers in RediCommunities activities, ensuring they are equipped, valued, and safely involved in community engagement and resilience-building initiatives.
- **Partnership development:** Collaborate with local government, emergency services, and other organisations to identify opportunities for alignment, resource sharing, and sustained community outcomes.

- **Learning and collaboration:** Contribute to continuous learning by sharing insights, lessons, and good practice across teams. Actively participate in national RediCommunities forums to strengthen consistency, collaboration, and collective capability across states and territories.
- **Safeguarding and risk management:** Uphold Australian Red Cross safeguarding standards by promoting safe, inclusive and respectful engagement with communities, volunteers and partners. Identify, report and manage risks in line with organisational policies, including child safety and protection of vulnerable people.
- **Monitoring and Evaluation:** Conduct regular monitoring, evaluation, and reporting to assess the effectiveness of resilience-building activities and initiatives.
- Perform other duties, tasks and activities associated with this role as reasonably required by Australian Red Cross

Key relationships

- State Program leads and Emergency Services teams
- National Resilience team
- RediCommunities Resilience Officers nationally
- Practice, Design & Implementation team
- Australian Red Cross Business Support Divisions (Finance, IT, HR etc)

Person Requirements

Key Behavioural and Technical Capabilities

- Demonstrated sound technical knowledge and expertise in community development practices
- Highly developed workshop delivery and facilitation skills
- Sound analytical skills and demonstrated ability to assess, evaluate and solve problems generally found in policies and practices
- Ability to work under general direction from senior employees within clear objectives and budget constraints and work with and support teams and people from diverse backgrounds and create a collaborative working environment
- Ability to manage time, set priorities, plan and organise their own work and that of lower classified staff and/or volunteers

- **Community-Centred Approach:** Listens to and values local knowledge, fostering inclusive participation and empowering communities to lead their own resilience actions.
- **Collaboration:** Builds trusted relationships with internal teams, volunteers, and external stakeholders to achieve shared outcomes.
- **Volunteer Leadership:** Actively supports, motivates, and values volunteers as integral partners in community resilience; models inclusive, respectful, and safe volunteer engagement.
- **Adaptability:** Responds effectively to changing priorities, community dynamics, and emerging needs in complex or uncertain environments.
- **Cultural Awareness:** Understands and respects diverse cultures, identities, and experiences; applies culturally safe and trauma-informed practice.
- **Communication:** Communicates clearly and respectfully, tailoring messages for different audiences using a range of verbal, written, and digital methods.
- **Accountability:** Takes responsibility for outcomes, follows through on commitments, and maintains accurate documentation and reporting.
- **Innovation and Learning:** Seeks feedback, reflects on practice, and contributes to ongoing improvement of community resilience approaches
- **Familiarity with monitoring and evaluation practices,** including collecting qualitative and quantitative data and reporting on outcomes.
- **Proven ability to engage and collaborate with a wide range of stakeholders,** including local councils, emergency services, community organisations, and residents

Key Organisational Capabilities

- Being resilient and adaptable
- Building belonging
- Taking accountability
- Being client/customer focused

Key Leadership Capabilities

- Managing and Developing our People
- Managing our resources effectively and sustainably

- Connecting our people and our work with organisational purpose and vision

Experience

- Sound discipline knowledge gained through experience, training or education in community development, emergency management, disaster resilience, or related fields.
- Proven ability to engage and collaborate with a wide range of stakeholders, including local councils, emergency services, community organisations, and residents.
- Experience facilitating workshops, forums, or co-design sessions that support community-led planning and action.
- Demonstrated experience working with and supporting volunteers, including fostering safe, inclusive participation.
- Experience applying strengths-based and community-led approaches in diverse settings, including regional, rural, or remote communities.

Qualifications

Red Cross highly values substantial, relevant experience in community engagement, resilience or emergency management. While formal qualifications are recognised, demonstrated practical experience is strongly preferred. In line with the Schads award requirements, this includes a relevant four-year degree in emergency management, community development or social sciences with one year of relevant experience, a three-year degree with two years of relevant experience, or lesser formal qualifications combined with substantial years of relevant experience.

Our Commitment

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Code of Conduct (Our Code) and Child Protection 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.