

Position Description

Position Title	Lead - Community Programs (S&T)	Department	State & Territory Operations
Location	State & Territory	Direct/Indirect Reports	Direct: 5-7 staff Indirect: Up to 15 + volunteers
Reports To	Manager - Community Programs	Date Revised	July 2023
Industrial Award	Social, Community, Home Care and Disability Services Industry	Award Level	5
Job Level	People Leader	Red Cross Job Grade	5
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>	<i>Police Check - Every 5 years</i> <i>Clearance to work with children</i>	Job Evaluation Number	HRC0086139
Special Measures			

Position Summary

The Lead - Community Programs is responsible for a functional team that contributes to the delivery of community programs, that can include Place Based (First Nations) programs, migration, homelessness and other community needs that support clients to maintain social connectedness, independence, improve health and wellbeing outcomes.

Working as part of an integrated team, the position is responsible for ensuring their functional areas deliver a high-quality service, is compliant with standards and legislation, and achieves operational and financial key performance indicators. This

position is required to model behaviours that reflect a constructive culture, and provide leadership, coaching and guidance to a team of staff and volunteers.

Position Duties

Key Responsibilities / Accountabilities

High-quality Service Delivery

- Leads a functional team that contributes to the delivery community programs, whilst also actively contributing to service delivery outcomes.
- Leads a functional team to coordinate, supervise, train and support volunteers to deliver community-based programs.
- Ensure program delivery enables clients to achieve their goals and make choices that are responsive to identity, culture and diversity.
- Contribute to the development and monitoring of continuous improvement initiatives that centre the client voice and program impact.
- Manage and maintain networks and partnerships with internal and external stakeholders.
- Ensure the effective implementation of technology solutions to enhance service delivery outcomes.

Compliance

- Contribute to Red Cross policies, procedures, work instructions, guidelines to reflect contractual, legislative and quality standards obligations, relevant to the community programs portfolio.
- Ensure program implementation is fully compliant with contractual, legislative, and quality standards requirements.
- Identify, assess, and manage operational risks in accordance with the Risk Management Policy

Performance and financial sustainability

- Monitor program performance to ensure budget, revenue and key performance indicators are met
- Contribute to the identification and development of new opportunities to achieve growth targets.
- Implement change management and/or improvement projects aimed at optimizing the efficiency and success of the department and functional area to achieve its key performance indicators.

- Contribute to the development of annual operation plan and develop functional work plans.

Leadership

- Develop and maintain a constructive culture aligned to Australian Red Cross values.
- Implementing organisational change in a systematic and planned approach ensuring clear and ongoing communication and support during the change process.
- Supporting teams and individuals to achieve optimum performance through effective workforce planning, development and management.
- Ensure the effective management and resolution of stakeholder, clients and volunteer issues, grievances, and complaints.
- Perform other duties, tasks and activities associated with this role as reasonably required by Red Cross

Key Relationships

- Referring and partner agencies
- Australian Programs Leadership Team(s)
- Finance, Strategy, Marketing, and Risk
- Community Care staff and volunteer workforce
- Clients and their families / support person(s)

Person Requirements

Key Behavioural and Technical Capabilities

- Demonstrated ability to research, assimilate and analyse complex information and use this to optimise and continuously improve business approaches and models.
- Demonstrated ability to use a data driven approach to monitor performance, identify issues and propose corrective actions.
- Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals.
- Ability to plan and implement immediate and long term operational and strategic goals.

- Demonstrated capability to lead teams in continuous improvement approach to program implementation and ways of working.
- Proven track record as an effective leader, supporting and building positive and constructive relationships within teams.
- Proven ability to work autonomously and maintain high standards of output when working to strict deadlines.
- Ability to work under general direction from senior employees.
- Demonstrated interpersonal skills including excellent communication skills catering for diversity within the team, and with the ability to express ideas clearly, listen effectively and provide feedback constructively.
- Demonstrated knowledge and/or experience in providing programs to clients from diverse backgrounds and cultures, including (but not limited to) First Nations, CALD and LGBTIQ+.

Experience

- Sound discipline knowledge and experience in managing change projects, identifying and adopting new ways of working, and securing the cooperation of key stakeholders.
- Demonstrated experience in operational management.
- Experience and deep understanding of the community care sector
- Demonstrated knowledge and proficiency in use of software applications including databases, client management systems, finance and human resource systems, mobile/tablet applications, and Microsoft suite of programs.

Qualifications

- Relevant degree with relevant experience in social work or community services or equivalent or less formal qualifications with specialised skills in relevant field.

Wellbeing, Health & 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 system

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