

## POSITION DESCRIPTION

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| <b>Position Title:</b><br>National Program Coordinator,<br>Asylum Seeker Assistance<br>Scheme (ASAS) | <b>Department:</b><br>Migration Support Programs<br>(MSP) | <b>Location:</b><br>National Office, Pelham Street,<br>Carlton |
| <b>Reports to:</b><br>National Manager, MSP  | <b>Employees:</b> Direct report: 8<br>Indirect report: 8  | <b>Budget:</b><br>\$12mm                                       |

### PURPOSE STATEMENT

Migration Support Programs are a set of programs and services delivered in accordance with the Impact of Migration Strategy. The overall objective of MSP is to provide effective and responsive services to people who are vulnerable as a result of migration, such as those separated by war and disaster, refugees, asylum seekers and immigration detainees.

The ASAS Program is a national Program funded by the Australian Government through the Department of Immigration and Citizenship (DIAC). The program provides support to eligible asylum seeker, through the provision of income support, access to general health care services and other supports.

### Key Responsibilities

#### Program Management

- Oversight of the program operations for ASAS nationally
- Identify key areas for development within ASAS
- Develop annual work plan with allocation of tasks
- Develop and deliver communication strategy to engage internal and external stakeholders
- Coordinate ASAS team meetings and nationwide bi-monthly teleconferences
- Review and monitor trends and themes in program
- Ensure appropriate modifications are made to the Database to effectively support ASAS reporting and analysis requirements.
- Develop, implement and review a risk management framework for the ASAS program.
- Development and oversight of quality assurance mechanisms
- In consultation with the National Manager, prepare, review and monitor the ASAS budget
- Prepare monthly variance reports for the ASAS program

#### Casework Coordination

- Review, document and improve appropriate casework model and guidelines for ASAS programs consistent with other MSP programs
- Monitor and improve Red Cross casework practices in consultation with St/Ter Coordinators
- Ensure Divisional caseworkers have access to appropriate debriefing and/or supervision

### Selection Criteria

#### Skills and experience

1. Highly developed casework and case coordination skills
2. Advanced project management, program planning and conceptual skills
3. Highly developed written and verbal communication skills
4. Ability to review and develop clear and concise policy & procedures
5. Well developed staff management and team leadership
6. Well developed understanding of the refugee and asylum seeker sector and service needs of relevant clients
7. Ability to manage complex and sensitive issues with appropriate discretion in a highly political environment
8. Proven ability to lead and support a national team
9. Ability to develop and maintain positive relationships with relevant government and non-government agencies
10. Ability to develop and implement programs within clearly defined contractual agreements
11. Ability to work autonomously and with minimal supervision
12. Be available to undertake regular interstate travel

arrangements

- Support National Office team to provide regular and timely support and assistance in case processing to Divisional caseworkers
- Provide complex casework advice to divisional staff

### Staff Management

- Provide day to day support, direction and guidance to the National Office ASAS team
- Oversee performance management and appraisals of ASAS National Office staff
- Monitor St/Ter Office staffing needs in accordance with funding agreements
- In consultation with the Manager, oversee recruitment and backfilling of vacancies as per ASAS program needs, including developing position descriptions for additional roles as required

### Policy and Procedures

- Ensure that all policy and procedures are in line with the funding agreements with DIAC, and with Red Cross policy
- Review and improve National Policy and Procedures Manual to ensure Best Practice in assessment, intervention and evaluation procedures; case coordination procedures and referral protocols; protocols for handling of and access to medical and case file information (including issues of Privacy) for clients; communication with external stakeholders
- In consultation with the ASAS team and National Office Finance Department, document clear and concise work instructions regarding Red Cross financial reporting and procedures

### Relationships

- Develop and maintain effective and positive relationships with senior DIAC management and operational staff
- Develop and maintain effective and productive relationships with relevant community agencies
- Foster positive and collaborative relationship with caseworkers, other team members and Red Cross Departments

### Support and Advice

- Provide national leadership on ASAS operational and policy matters
- Act as the Red Cross focal point for all ASAS coordination issues
- Maintain mechanisms for regular communication to all internal and external stakeholders regarding the progress of the program, e.g. teleconferences,

13. A commitment to the Red Cross Fundamental Principles

### Qualifications & Licences

- Formal tertiary qualifications in social services or related human services field

### Desirable

- Experience managing national complex programs

### Personal attributes

- Change advocate – recognises the need for change and supports change initiatives
- Diversity awareness – recognises and appreciates team and organisational diversity
- Integrity – maintains high ethical standards and is trustworthy
- Team-work – cooperates and works well with others in pursuit of team goals
- Resilience – able to maintain good spirits even in adversity
- Adaptability – adapts to changing work environments and demands
- Organisational awareness – protects and encourages the achievement of organisational goals

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|---------------|-------------|----------------|-----------------------|
| Document No.: | PL Form 006 | Date & version | 1/9/09V Draft         |
| Page Number:  | 2 of 4      | Authorised by: | National PP&R Manager |

regular updates

- Refer potential risk issues to the National Manager and General Manager, National Programs, and coordinate Red Cross response to client related risk issues

### **Advocacy**

- The development and management of approved advocacy strategies in the ASAS program
- Provide guidance to MSP and relevant Red Cross staff in regards to advocacy strategies and considerations.

### **Evaluation and Reporting**

- Ensure ASAS has effective evaluation, monitoring and review processes in place
- Develop appropriate mechanisms for regular reports to Red Cross management
- Provide briefing and/or position papers as required
- Review key strengths and areas for improvement within ASAS program and contribute to development of Red Cross position on operational and policy matters

### **Senior Management Support**

- Where required, undertake Acting National Manager role for the MSP Department. The role includes oversight of MSP's operations as well as leadership of programs nationally.
- Ensure understanding of Red Cross broader strategic direction and priorities
- Ensure understanding of all MSP programs and activities
- Where required, provide advice to senior management on risk identification and management relating to ASAS activities

### **Development and Learning**

- Participate in weekly supervisory and briefing meetings with the MSP Manager.
- With support from the National Manager, actively engage in performance evaluation and improvements
- With support from the National Manager, develop an Annual Performance Appraisal Work Plan that clearly sets out both technical and personal performance objectives
- Proactively seek training and development opportunities

**All staff shall agree to abide by the philosophy and principles of Australian Red Cross, in particular the 7**

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|---------------|-------------|----------------|-----------------------|
| Document No.: | PL Form 006 | Date & version | 1/9/09V Draft         |
| Page Number:  | 2 of 4      | Authorised by: | National PP&R Manager |

fundamental principles: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality. Red Cross is a child safe organisation, requiring all people to be screened for suitability to work with children, youth and vulnerable people. As a Red Cross employee it is agreed that all staff shall comply with the Australian Red Cross OH&S guidelines.

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|---------------|-------------|----------------|-----------------------|
| Document No.: | PL Form 006 | Date & version | 1/9/09V Draft         |
| Page Number:  | 2 of 4      | Authorised by: | National PP&R Manager |