

**AUSTRALIAN RED CROSS POSITION DESCRIPTION
NATIONAL OFFICE**

Position Title : National Project Officer, Asylum Seeker Assistance Scheme (ASAS) Contract position: Level / Range:	Department: Migration Support Program	Location: Humanity Place, Pelham Street, Carlton
Supervisor: National Program Co-ordinator, ASAS	Local HR Contact: HR Business Partner	Date Completed: August 2010
AUTHORITY LEVELS		
Financial Budget: n/a	Volunteers: as required	Employees: Nil
REPORTING RELATIONSHIPS		SELECTION CRITERIA
		<p align="center"><u>ESSENTIAL:</u></p> <p><u>Skills:</u></p> <ul style="list-style-type: none"> • Well developed casework knowledge and experience • Understanding of issues affecting vulnerable persons going through the immigration process • Well developed written and verbal communication skills • Sound level of conceptual and analytical skills • Ability to work within the Red Cross Fundamental Principals in a demanding and politically sensitive environment • Experience with working in a computerized environment (able to utilise Word, Excel, Outlook, and familiarity with database applications) <p><u>Experience:</u></p> <ul style="list-style-type: none"> • Demonstrated ability to support and advise staff on program and policy issues • Demonstrated experience in policy and program development • Demonstrated ability to appropriately work with confidential information <p><u>Desirable:</u></p> <ul style="list-style-type: none"> • Current or previous experience in the Australian Red Cross Migration Support Programs

PURPOSE STATEMENT

This role is part of the Migration Support Program. Australian Red Cross has been the lead agency in the National Asylum Seeker Assistance Scheme since its inception in 1993, . The program is funded by the Department of Immigration and Citizenship (DIAC). Red Cross provides health and welfare support, while the Department has responsibility for compliance and immigration matters. DIAC retains non-delegable duty of care for the clients, and Red Cross works closely with the Department to ensure all program and reporting requirements are met.

This position has responsibility for program support at a National level to Red Cross management, State and Territory Office caseworkers and to the National program objectives. The State and Territory Office support involves regular liaison with caseworkers providing guidance on policy and responses to operational issues, review of State and Territory Office correspondence (i.e. reports), casework documentation and escalation of State and Territory Office issues at a National level. The National support role also includes regular liaison with DIAC Canberra and assistance in the development of monthly reports and briefings as required; the development of policy and procedure for the program and strategic advocacy in line with program and broader organisational objectives.

KEY RESULT AREAS (KRA)	KEY TASKS	KEY PERFORMANCE INDICATORS (KPI)
<i>Core Behaviors:</i>		
All staff shall agree to abide by the philosophy and principles of Australian Red Cross and the Red Cross Red Crescent Movement. The 7 Fundamental Principles of the Red Cross Red Crescent Movement are: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, and Universality.		
Culture of Australian Red Cross	<p>Promotes and encourages personal growth and effective communication.</p> <p>Understands and supports the policies and procedures of the organization</p>	<p>Continually contributes and supports Volunteers, Members and Staff</p> <p>Is compliant with ARC requirements.</p>
Leadership / Teamwork	<p>Supports Red Cross Senior Management team decisions and ensures that all commitments made are followed through.</p> <p>Maintains a positive and constructive attitude that promotes confidence in those around them.</p>	<p>Displays willingness to assist others, shares knowledge openly, cooperates and supports the team.</p> <p>Contributes positively within teams and supports the teams efforts</p> <p>Is always receptive and open to feedback</p>

Occupational Health & Safety	<p>Participate in the ongoing improvement of Red Cross' OH&S plan and visibly and constantly support its implementation in your area.</p> <p>Ensure that all employees in your area are fully aware of our safety plans and expectations, and that they are actively encouraged to participate and contribute.</p>	<p>Shows evidence of reasonable steps taken to comply with Red Cross OH&S guidelines.</p> <p>Demonstrates action taken in identifying hazards, assessing risk, and reporting incidents</p> <p>Demonstrated duty of care.</p>
Continuous Improvement	<p>Understand and support Continuous Quality Improvement in the organisation.</p> <p>Actively participate in quality audits.</p> <p>Exercise initiative in making improvements to work processes.</p> <p>Regularly discusses improvement opportunities with the team.</p>	<p>Participation in quality audits when required.</p> <p>Evidence of Continuous Improvement activities.</p> <p>Always searches for better ways and strives for best practice.</p> <p>Actively seeks new ideas and locks in improvements.</p> <p>Embraces and adapts to change.</p>
Key Selection Criteria		
Case Management and Casework Coordination	<ul style="list-style-type: none"> • Provide regular and timely support and advice to State and Territory Office caseworkers • Manage an allocated client caseload via liaison with State and Territory Office caseworkers and DIAC • Ensure accurate and effective documentation of ASAS client case notes on the National Database • Monitor and improve ASAS program casework practises by conducting regular case reviews of allocated caseload • Collate, analyse and interpret State and Territory Office client report monthly reports for submission to DIAC • Review the quality of State and Territory Office client reports and casenotes to ensure consistency and to identify any training needs 	<ul style="list-style-type: none"> • Positive feedback from caseworkers received • National program Casework Coordination is established and clearly communicated • Monthly reports reviewed, collated and submitted to DIAC to inform discussion with DIAC and senior Red Cross management • Training needs identified and training conducted, where required

Policy and Procedures	<ul style="list-style-type: none"> ▪ Review, improve and maintain the National ASAS Program Policy and Procedures Manual so that services standards are nationally consistent ▪ Provide guidance on ASAS Program policy and procedures matters to State and Territory Office caseworkers ▪ Monitor adherence to Policy and Procedures and identify training needs, if required ▪ Analyse and interpret case related themes to identify key areas for policy development, in liaison with the National Program Co-ordinator ▪ Provide training, as required, to ASAS caseworkers to ensure Policy and Procedures are understood and correctly applied ▪ Liaise with DIAC on current policy to ensure a shared understanding and application ▪ Conduct advocacy with DIAC around ASAS on policy development issues ▪ Clear communication undertaken with DIAC where policy areas need development or alteration 	<ul style="list-style-type: none"> ▪ National ASAS Program Policy and Procedures Manual up to date and relevant ▪ Program staff are adhering to the Policy and Procedures manual and Red Cross staff Code of Conduct ▪ Policies are developed through negotiation and advocacy with DIAC ▪ Training provided to State and Territory Office caseworkers, where required ▪ A shared understanding achieved between Red Cross and DIAC around current policy application
Service Development	<ul style="list-style-type: none"> ▪ Provide day-to-day operational support and advice to all Red Cross ASAS program caseworkers ▪ Ensure that State and Territory Office issues are understood and escalated with management as appropriate to escalation processes ▪ Assist the National Program Co-ordinator to facilitate regular internal teleconferences with State and Territory Office staff ▪ Regular liaison with staff from connected Red Cross programs such as the Community Assistance Support ,and Community Detention Program to assist with streamlining policies and procedures 	<ul style="list-style-type: none"> ▪ Regular contact with all ASAS Program staff is maintained ▪ The potential impact of new initiatives on the program is effectively managed in liaison with the National Program Co-ordinator. ▪ Assistance provided to the National Program Co-ordinator with teleconferences held on a regular and ongoing basis (either monthly, bi-monthly or quarterly as required)

Administration	<ul style="list-style-type: none"> ▪ Manage casework administration tasks and record casework actions on the National Database (PAM) ▪ Collaboration with the ASAS Program Administration Officer in day to day operations 	<ul style="list-style-type: none"> ▪ Casework administration tasks are completed in a timely manner and recorded accurately on the National IPAM Database ▪ Tasks well coordinated between the ASAS Administration and Project Officers
Development and planning	<ul style="list-style-type: none"> ▪ Assist the National Program Co-ordinator to plan and coordinate ASAS Program Workshops as required ▪ In consultation with the State and Territory Office, develop an appropriate induction and orientation training program for new caseworkers ▪ Assist the National Program Co-ordinator and State and Territory Office staff in developing the ASAS Program casework model ▪ Assist the National Program Co-ordinator and State and Territory Office staff in participating in the collection and analysis of data for evaluation of the ASAS Program ▪ Participate in Departmental wide planning days and fortnightly team meetings ▪ Where appropriate, participate in Departmental wide initiatives such as Refugee Week activities 	<ul style="list-style-type: none"> ▪ ASAS Program Workshops are professionally organized and facilitated ▪ State and Territory Office Offices implement a standard staff induction and training program ▪ ASAS Program casework model is developed and clearly documented ▪ Data collected and analysed as required for evaluation of the ASAS Program
Relationships	<ul style="list-style-type: none"> ▪ Develop and maintain positive and effective relationships with State and Territory Office workers, DIAC program staff and external agencies ▪ Assist the National Program Co-ordinator to facilitate regular teleconferences and face to face meetings with external stakeholders 	<ul style="list-style-type: none"> ▪ Relationships with State and Territory Office case workers, DIAC program staff and external agencies are positive and effective ▪ Teleconferences and face to face meetings with external stakeholders are held on a regular and ongoing basis

CERTIFICATION

We have carefully reviewed this Position Description and are satisfied that it fully and accurately describes the requirements of the position

LINE MANAGER

Signature: _____

Date: _____

SENIOR MANAGER

Signature: _____

Date: _____

I have read this document and agree to undertake the duties and responsibilities as listed above.

I acknowledge that

- This Position Description is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me, after discussion. Where additional training or support is required to fulfil additional or other duties of a similar level of responsibility it will be provided.
- The Position Description will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by ARC after discussion with me, for each year (or other set period) and my performance will be reviewed against those KPIs.

OCCUPANT

Name: _____

Signature: _____

Date: _____