

POSITION DESCRIPTION

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| Position Title : Program Coordinator – Delegates and International Volunteers | Department: International Deployment Support Unit | Location: National Office, Carlton, Victoria |
| Reports to: Manager – International Delegate and Volunteer Services (IDVS) | Employees: Direct report: 2 Indirect report: NA | Budget: up to \$5 million |

PURPOSE STATEMENT

International Delegate and Volunteer Services (IDVS) is the unit within the Australian Red Cross International Program which recruits, selects and supports international delegates (aid workers) and volunteers in more than 30 countries in the developing world. Australian delegates and volunteers contribute to the Australian Agency for International Development (AusAID) Volunteer and Delegates Programs and more broadly to the programs of the Red Cross Red Crescent Movement and other partner organisations based in developing countries. Australian delegates and volunteers may operate within a range of contexts, with typically delegates working in conflict, disaster, and relief situations and volunteers working in development arenas.

The IDVS develops a programmatic strategy based on priorities as identified by partner organisations and coordinates the process of recruitment, selection, training, briefing and deploying delegates and volunteers as well as supporting them during their mission overseas and upon return. The Program Coordinator - Delegates & International Volunteers is responsible for drafting the strategic framework and implementation plan, coordinating the monitoring and evaluation, and preparing reports on behalf of the IDVS Manager for internal and external stakeholders, (which include AusAID, Core Partners of the Volunteer Program, International managers & staff, delegates, international volunteers, ICRC, IFRC, National Societies, etc). The role also leads and supports the development of two Project Officers. This position is a new role due to the selection of Australian Red Cross as a new implementing partner of the Australian Government Volunteer Program (<http://www.ausaid.gov.au/partner/volunteer.cfm>).

Inherent requirements of this role include domestic and international travel as well as after-hours, emergency on-call duties. A condition of employment with Australian Red Cross is that all employees abide by security and health protocols, procedures and policies.

Key Responsibilities

Planning and Frameworks

- Contribute to the development and review of strategic and operational plans, policies and procedures.
- Draft research papers and recommendations relevant to international volunteering and/or delegate management.
- Undertake contextual analysis relevant to programs including: industry good practice, lessons learnt and policy / process improvements.

Program Management

- Manage the International Delegates Program, and International Volunteers Program.
- Preparing program plans and funding submissions to AusAID.
- Undertaking extensive consultation and negotiation with AusAID to ensure donor satisfaction with the planning, implementation and outcomes of the program.
- Manage the strategy, implementation, monitoring and evaluation of the programs, with a particular emphasis on implementing recommendations from independent evaluations of the programs.
- Undertake extensive coordination of, and negotiation with internal stakeholders, particularly with international program, finance and

Selection Criteria

ESSENTIAL

Skills

- Ability to manage all aspects of projects, including strategy, design, financials, implementation, monitoring and evaluation
- Excellent analytical decision making capacity
- Excellent communication, both inter-personal, negotiation and written skills
- Ability to lead and influence a collaborative and innovative team

Experience

- Demonstrated competence and significant experience in management of international development or humanitarian

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| <p>communications to ensure efficient and effective program management.</p> <ul style="list-style-type: none"> • Ensure performance metrics of the program are met or exceeded. • Complete internal / external reporting which meets Australian Red Cross, donor, partner and community requirements. <p>Financial Management</p> <ul style="list-style-type: none"> • Responsible for financial management (budgets and assets) of Delegates and Volunteer Programs. • A particular emphasis on ensuring satisfactory acquittal of Program funds, as per the logframe / framework and budget approved by the donor. • Assist the manager to monitor IDVS finances as requested. <p>Leadership</p> <ul style="list-style-type: none"> • Provide leadership and professional direction to a team of two Project Officers • Actively ensure that direct reports are engaged in Performance Review and Development processes to align outputs to business objectives and promote continuous skill development and engagement. • Monitor, review and analyse team performance against objectives, industry benchmarks and emerging trends to ensure ongoing development of the project management function; • Encourage and enable collaboration with colleagues within the IDVS and wider International Program, as well as external organisations, to promote skill transfer and continuous development of both individuals and the function as a whole; • Represent team at management meetings. <p>Relationship Management</p> <ul style="list-style-type: none"> • Represent Australian Red Cross both internally and externally. • Establish and strengthen relationships with donors, undertaking quality negotiations and written communications where required to improve funding allocations. • Establish and strengthen relationships with Core Partners of the Australian Government's International Volunteer Program. • Foster effective relationships with colleagues, delegates and volunteers. • Advocate Red Cross & humanitarian principles. | <p>assistance programs;</p> <ul style="list-style-type: none"> • Experience of successfully managing project teams. <p>Qualifications</p> <ul style="list-style-type: none"> • Tertiary qualifications and/or technical qualification and/or significant experience in a relevant discipline (e.g. disaster management, international development / volunteering, project management, finance) <p>DESIRABLE</p> <ul style="list-style-type: none"> • Red Cross Movement experience • Experience in international development volunteering or humanitarian assistance • Ability to speak and write a second language <p>Personal attributes</p> <ul style="list-style-type: none"> • Diversity awareness – works effectively in cross cultural environments • Change advocate – recognises the need for change and supports change initiatives • Integrity – maintains high ethical standards and is trustworthy • Team-work – functions effectively as part of an international team in pursuit of common goals • Adaptability – adapts to changing work environments and priorities • Drive - enthusiastic and committed |
| <p>All staff shall agree to abide by the philosophy and principles of Australian Red Cross, in particular the 7 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.</p> | |