

Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

Our Values

We are part of a movement.



We Respect

As humanitarians, we put people first, listening to, understanding and respecting each other.



We aspire

We are curious, optimistic and we learn, because we want to do and be better.



We collaborate

We achieve our best by bringing people together on shared goals.



We stand up

We face challenges and opportunities with courage and compassion.



We deliver

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework 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.

Position Description

Position Title	State Manager - MSP (S&T)	Department	Migration Support Program (MSP)
Location	Flexible	Direct/Indirect Reports	Direct staff 6 Indirect up to 100 volunteers
Reports to	Director - State/Territory	Date Revised	June 2023
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	6	Red Cross Job Grade	7
Job Level	People Leader	Job Evaluation No:	HRC0084014
Special Measures	<i>Licenses/compliance screening section to be completed relevant for each location/program</i>		

Position Summary

The purpose of the State Manager - Migration Support role is to provide strategic and adaptive operational leadership for their state/territory to meet the emerging and changing needs of migrants in transition. They will, through a collaborative approach, build sector, community, government, and business understanding of key areas of nationwide focus for Red Cross as well as driving responses on localized needs, gaps and emerging issues. They will exercise managerial responsibility and guidance to operational teams for the implementation and delivery of Migration Support programs in their state/territory in accordance with the program sub-strategy and in compliance with financial sustainability requirements.

Please refer to the Migration Program Summary for further information.

Position Duties

Key responsibilities/accountabilities

Leadership

- Provide strategic leadership on the impacts of migration in their state / territory, including advocating for unmet needs within their jurisdiction.
- Lead implementation and operational delivery of all MSP programs, including exercising managerial responsibility in financial management, risk, adherence to relevant policies and procedures, reporting requirements and key stakeholder relationships in their state/territory.
- Lead, coach and develop MSP team members and build a high performing team in their state/territory.
- Ensure optimum performance through effective workforce planning, development and management .
- Manage issues and grievances that escalate beyond team members.
- Promote collaborative working within MSP and across Red Cross in their state / territory.
- Drive an agenda of change and innovation to create impact on strategic outcomes.
- Actively contribute to a positive work environment culture.
- Undertake other duties, tasks and activities associated with this role as reasonably required by Red Cross

High Quality Service Delivery

- Lead the implementation of MSP priorities in your state / territory.

- Managing and maintaining existing and strategic networks and partnerships with internal and external stakeholders.
- Represent Australian Red Cross in external meetings, committees and forums
- Manage and undertake on call duties to effectively respond to clients in distress or emergency/crisis situations, including out of hours referrals.
- Actively contribute to a positive work environment culture.
- Lead and contribute to co-design process ensuring the voice of lived experience is central to the design process.
- Work closely in networked and collaborative teams across Red Cross.

Performance and financial sustainability

- Generate revenue and develop partnerships - enterprise, public and private, local and state / territory entities, including identifying and developing new opportunities.
- Deliver programs within budget and maintain comprehensive knowledge of the financial performance to ensure budget and revenue parameters are met.

Compliance

- Ensure programs are delivered to ensure full compliance with internal policies, and contractual, legislative, and quality standards requirements.
- Identify, assess and manage operational risks in accordance with the Risk Management Policy

Key relationships

- Head of Migration
- Senior Managers (NAT)
- Senior Managers State/Territory
- State/Territory Directors
- Migration sector service providers and community groups
- Australian Red Cross Business Support Units (Finance, IT, HR etc) as required
- Colleagues within the Red Cross Movement
- External stakeholders including senior state/territory government counterparts
- Clients and communities

Person Requirements

Key Behavioural and Technical Capabilities

- Demonstrated cultural competence and the ability to work with and lead teams of people from diverse backgrounds.
- Comprehensive understanding of issues affecting people impacted by migration, and their vulnerabilities, needs and strengths.
- Comprehensive knowledge of relevant legislative, policies and frameworks and proven ability to manage risks and provide expert advice.
- Operate under limited direction and exercise managerial responsibility to manage, develop and coach people.

- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders.

Experience

- Substantial experience in developing partnerships across community, business and government sectors and creating/ceasing opportunities for revenue generation.
- Substantial experience in managing client and operational service delivery.
- Substantial experience in creating a positive, adaptable culture of collaboration and innovation.
- Substantial experience in networking, stakeholder management, liaison and negotiation skills within a complex human services environment.
- Substantial experience leading strategic projects on behalf of your organisation, including implementing effective agile processes and meeting deadlines.

Qualifications

- Relevant tertiary qualifications and substantial experience in community services or related fields

Wellbeing, Health and 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

Key Job Requirements

Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements.

A clearance to work with children	Yes
Driver's License	Yes
A clearance to work with vulnerable adults	No
Police check	Yes - every 5 years
National Disability Insurance Scheme (NDIS) check	No
Influenza Vaccination	No

A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.