



POSITION DESCRIPTION

Be part of our mission:

***To improve the lives of vulnerable people
by mobilising the power of humanity
and enhancing community resilience.***

To find out more about our kaupapa, and what we stand for, visit redcross.org.nz

Job Title: **Advisor Area Support (Area 3)**
Group: **People Experience and Support**
Location: **Napier**
Reports to: **Senior Area Partner (Area 3)**
Position status: **Full-time**
Version date: 10 August 2022

OUR PURPOSE

New Zealand Red Cross (NZRC) has always been about good people doing good things. We're part of the world's largest humanitarian network, helping vulnerable people and those affected by disaster and conflicts. We've been working in New Zealand for more than a century and today you'll find us lending a hand in communities throughout Aotearoa New Zealand – we're here for good.

DIVERSITY AND INCLUSION

We are committed to providing an environment where all people feel welcomed, valued and seen in their identities.

THE TREATY OF WAITANGI

New Zealand Red Cross is working towards understanding our obligations under the Te Tiriti o Waitangi principles. New Zealand Red Cross engagement with Te Tiriti o Waitangi is recognised as ethical best practice in relation to the application of the Red Cross Fundamental Principles and the desire of New Zealand Red Cross people to build meaningful relationships with Māori as tāngata whenua.

WHAT WE STAND FOR

The Red Cross Fundamental Principles guide all we do, whether we're helping people in New Zealand communities or providing urgent relief in an international disaster.

ABOUT THE GROUP

People Experience and Support

The People Experience and Support Group builds and maintains the capability of all Red Cross people, nationally and locally. Its key focus is realising the potential of Red Cross people, developing future leaders, and shaping a culture which emphasises empowerment, involvement and innovation, high productivity and standards. The Group supports Red Cross people to be successful, make a meaningful, valued contribution and go home safe and well each day.

POSITION PURPOSE

As part of a New Zealand Red Cross Area team, provide advice and support for the delivery of activities that support Red Cross people in the Area.

KEY RESPONSIBILITIES

General

- Provide coordination and advisory support for elections and Area planning processes, and other Handbook processes that require Area support.
- Provide coordination and advisory support for Area planning processes including reporting and monitoring of contributions on national performance and delivery.
- Provide coordination and support for stakeholder engagement processes across the Area.
- Prepare and disseminate advisory and information material, especially for the telephone call centre and website/digital tools and information for members and/or those who volunteer their time.
- Ensure ongoing improvement of the advisory and information materials.
- Maintain New Zealand Red Cross people databases to help ensure national consistency and storage of good quality and secure information.
- Advise on and coordinate issue management processes.
- Support onboarding and training processes, including advising on training and supporting delivery of training across the Area.
- Foster a collaborative team environment.

Membership and Volunteering Policy and Process:

- Carry out operational delivery and provide feedback to support national membership and volunteering operational policies and procedure resources, consistent with New Zealand Red Cross strategy and the Member Handbook.
- Provide information and advice that assists to maintain and develop information that can support the ongoing development and improvement of member and volunteer support through the Contact Centre and Website.
- Provide technical advice and guidance as required to Membership and Volunteer Managers in the Area.
- Be the point of contact for people leaders in the Area to discuss operational requirements and business processes in relation to membership and volunteering.

- Plan and run team hui in conjunction with membership and volunteering activities in the area.
- Coordinate training plans and delivery of national training opportunities in the Area, including for induction and onboarding of members and volunteers.

Incident management

- Support the senior Area leads whilst managing incidents; ensure the correct processes are followed and risks are managed, especially in accordance with the Members Handbook.
- Oversee any incidents allocated to your advice function through to completion including incident reporting and learning process.
- Be responsible for providing training to all Areas on notification process and management of incidents.

Quality assurance and monitoring

- Provide advice and work with senior Area leaders to assist them to deliver within membership guidelines, policies and processes.
- Work with senior Area leaders to identify areas for improvements and develop plans of learning when required.
- Contribute to the national reporting requirements.

Area Team collaboration

- Contribute to Directorate, Group and cross New Zealand Red Cross work plan projects and working groups.
- Contribute to the team meetings.
- Provide regular feedback to your people leader as to the identified challenges and opportunities associated with enhancing the member and volunteer experience.
- Work to ensure everyone is working with a 'one team' approach.

HEALTH SAFETY AND WELLBEING

- Proactively ensure your actions or omissions do not adversely affect the Health, Safety and Wellbeing (HSW) of yourself or others.
- Participate in HSW induction, training, programmes and activities.
- Follow all reasonable instructions to comply with HSW legislation and regulations.
- Follow NZRC HSW policies, standards and procedures.
- Do not undertake any activities you are not adequately trained for.
- Use designated personal protective equipment (PPE) for specific work activities.
- Report hazards/risks, incidents and near misses as soon as possible after the event.

RELATIONSHIPS

Internal

- Area team members
- NZRC people leaders
- Area Councils, Groups and Branches

External

- Government agencies and not for profit organisations
- Local stakeholders to NZRC
- International Red Cross entities and their respective subgroups
- Third party providers

STAFF

Direct

Nil

Indirect

Nil

PERSON SPECIFICATION

Knowledge

- Understanding of NZ systems of social support and government e.g. Work and Income, Education, Health
- Understanding of, and a commitment to, Te Tiriti o Waitangi.

Qualifications and/or experience

- A tertiary qualification or relevant experience in a related field is desirable though not essential (e.g., Development Studies, Social Sciences, Business Administration).
- Experience working for a charity/not for profit organisation is preferable, though not essential for the right candidate.
- Experience working as a volunteer and/or with volunteers

Skills and other attributes

- Ability to make relevant connections and maintain a clear focus on long term objectives.
- Proactive problem-solving skills and innovative behaviour.
- Discerning judgement and flexibility in the face of complexity/ambiguity/uncertainty and while under pressure.
- Able to influence without authority and complete work effectively and on time.
- Ability to collaborate and build relationships by working co-operatively, positively and effectively with and for colleagues, other agencies, suppliers and stakeholders.
- A willingness to take on unfamiliar tasks and develop their own skills.
- Interpersonal skills that demonstrate honesty, integrity and ethics.
- Excellent IT skills in Microsoft Office Suite
- An empathy for the humanitarian or emergency management sector is highly desirable.
- Ability to build, sustain and actively manage relationships and networks, including through face to face, telephone and digital channels
- Excellent time management and ability to work independently
- Confidence to work respectfully and effectively within multicultural contexts, and include people of all abilities, sexual orientations, gender identities, and ages.
- Reliability, honesty and a sense of humour
- Ability to deal with stress whilst retaining energy and enthusiasm
- Empathy with humanitarian causes
- Excellent oral and written communication skills
- Presentation and public speaking experience
- Enthusiasm for, and the commitment to, the work of New Zealand Red Cross.

TRAVEL

The appointee must be able to travel on occasion. Due to the nature of the role in working with volunteers and members, an ability to work outside normal working hours may be required from time to time. This may include weekends and evenings.

DRIVER LICENCE

A current car driver licence is required for this role.

DELEGATIONS

Financial: Tier TBA

Employment: Tier TBA

NOTE

This job description is not intended as an exhaustive list of duties and responsibilities. The job is expected to evolve and change, and New Zealand Red Cross may amend this job description after consultation with the job holder.