



NEW ZEALAND
RED CROSS
RIPEKA WHERE AOTEAROA

POSITION TITLE:	Programmes Coordinator
RESPONSIBLE TO:	Humanitarian Development Engagement Manager
FUNCTIONAL RELATIONSHIPS:	National Humanitarian Development Managers, Area Councils, Branches, community organisations, funders and stakeholders, Community & Youth Activators, Humanitarian Development and other NZRC staff, members and volunteers.

POSITION SUMMARY:

The Programmes Coordinator (PC) role will focus on the successful and sustainable delivery of local programmes. This role is important in coordinating key local programmes to ensure high-quality and impactful outcomes for all who are involved in the programme. All programmes will be delivered in line with our organisational policies, health, safety and wellbeing best practices, as well as the Fundamental Principles of NZRC. This role involves volunteer coordination and managing relationships with clients, members of the public and key stakeholders.

The Programmes Coordinator is a part of the Humanitarian Development team and the key objectives this role will be contributing towards will include:

- Building stronger communities by delivering a programme that meets the needs of the clients.
- Coordinating our programmes in a way that is safe, sustainable and in accordance with all NZRC policies.
- Engaging and coordinating members/volunteers in a way that meets best practice volunteer management principles.
- Ensuring a one team NZRC approach in how we work with local staff and members involved in Migration Programmes, Community Fundraising, Disaster Risk Management, Retail, Education & Training and any other key part of NZRC.

The programmes that the role will be responsible for are determined per local context and by the National Humanitarian Development Manager and Humanitarian Development Engagement Manager (HDEM).

Our Fundamental Principles:

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

Our Mission:

Our mission is to improve the lives of vulnerable people by mobilising the power of humanity and enhancing community resilience.

KEY RESPONSIBILITY AREAS:

Humanitarian Development

- Support efforts to strengthen community resilience by exploring and implementing opportunities to enhance resilience or disaster preparedness amongst clients of NZRC's programmes.
- Seek out opportunities to increase awareness and action around the wider range of NZRC's work and impact.
- Be proactive in involving and considering the needs of diverse communities including Māori communities, tangata whenua, Pacific Peoples, new migrant and former refugee communities within the programmes coordinated.

Disaster Risk Management

- Work closely with the Disaster Risk Management team to support communities before, during and after disasters, especially in regards to clients of the programmes.

Programme Coordination

- Coordinate and manage approved local programmes in a way that delivers on consistent, high-quality outcomes for clients.
- Ensure that the programme meets all NZRC policies, procedures and expectations.
- Ensure that the programme and all members/volunteers involved follow required NZRC health, safety and wellbeing practices and expectations.
- Support the HDEM to ensure financial sustainability of the programme.
- Ensure that all programme planning, monitoring, evaluation and reporting (PMER) requirements are undertaken in line with the NZRC PMER Framework. This includes regular monitoring, data collection, accountability reviews or other information requirements as required.
- Provide ad-hoc programme support or advice to local branches as requested by the HDEM.
- Ensure that the programme is delivered in a way that aligns with our strategic priorities and Fundamental Principles.

Volunteer Engagement and Coordination

- Lead by example and utilise best practice volunteer management principles.
- Practice a high level of good communication with all members/volunteers at all times.
- Deliver on a high-quality experience for members/volunteers during recruitment and induction that encourages retention and recognition.
- Provide resources, leadership, coaching and training to volunteers and/or members.

Other Responsibilities

- Role model our Code of Conduct and Fundamental Principles amongst staff and members, as an essential guide to how we work as humanitarians.

- Actively support and champion NZRC local and national fundraising campaigns, particularly the Annual Appeal and Red Cross Journey.
- Participate as one NZRC team and support the initiatives of other functions within the organisation including Migration, International Humanitarian Law, Disaster Risk Management, Commercial & Shared Services, International, Communications, Fundraising & Marketing.
- Please note that due to the nature of our work in supporting communities respond to and recover from disasters and other shocks and stresses, that areas of work may be reprioritised at short notice to disaster response or recovery activities.

Health, Safety and Wellbeing

- Ensure anyone engaged with NZRC activities is informed of and understands the Health, Safety and Wellbeing (HSW) requirements and is adequately trained to carry out their work safely.
- Ensure the prompt and accurate reporting, recording and investigation of all workplace incidents, including near misses.
- Promote good HSW practice and monitor this in your area of work.
- Provide opportunities and empower workers to be actively involved in the management of HSW in the workplace.
- Take responsibility for your personal HSW and that of others, by not knowingly putting yourself or others at risk.
- Follow all HSW procedures and instructions advised to you.
- Actively deal with and/or report unsafe practices, actions and/or conditions for prompt attention.
- Actively participate in the management of HSW in your workplace and bring any concerns or suggestions to the attention of your manager and/or HSW representative.

DELEGATIONS:

Staff Management

Number of direct reports	None
Number of staff reporting to direct reports	None

Delegations

Financial Delegations	None
Employment Related Delegations	None

Note: The foregoing paragraphs are intended to describe the duties that the appointee will be expected to undertake in this position. It should not be regarded as a complete and exhaustive list and does not prevent the addition, alteration or deletion of duties from time to time in accordance with the needs of NZRC. Any changes will be mutually agreed.

It is inherent in all areas of NZRC work that staff are required to apply and uphold the Fundamental Principles of the International Red Cross and Red Crescent Movement.

PERSON SPECIFICATION

Personal attributes:

- Empathy, a strong passion for humanitarian causes and a commitment to the Fundamental Principles of the International Red Cross and Red Crescent Movement.
- Demonstrated people skills including good communication with individuals, groups and people from diverse backgrounds.
- Demonstrated trust and relationship building skills (internally and externally).
- Demonstrated ability to be reliable and organised, with good time management skills.

Essential skills or experiences:

- Experience in coordinating or engaging with volunteers in the non-profit sector.
- Understanding of, and a commitment to, Te Tiriti o Waitangi.
- Experience in coordinating projects or programmes.
- Demonstrated organisational skills and an ability to be efficient.
- Excellent phone, written, technology and communications skills, including report writing and comfort in presenting to people at a variety of levels and settings.
- Experience in administration and customer service.
- Confidence in utilising IT systems, programmes and databases as required.

Preferred skills or experiences:

- Experience in any combination of the following; working in the non-profit sector, volunteer management, community services, social services, health, community development, or community engagement.
- Experience in logistics, scheduling, rostering or administration.
- Great problem-solving skills and thrives on complexity, adaptation and responding to community needs.
- Confidence to deal effectively with and overcome conflict, negative behaviours or attitudes.
- Confidence to work respectfully and effectively within multicultural contexts, and include people of all abilities, sexual orientations, gender identities, and ages.

Travel and Hours of Work

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

Driver's Licence

A current and full motor vehicle driver's licence is essential.

APPROVED:

Authorised signature:	
Name:	Shaun Greaves
Position:	General Manager Humanitarian Development
Date:	Monday 8 April 2019