



NEW ZEALAND
RED CROSS
RIPEKA WHERE AOTEAROA

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: Senior Advisor Youth
Group: People Experience and Support
Location: Flexible working plus ability to work from a New Zealand Red Cross location
Reports to: Director Membership and Volunteering
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

To provide youth (5-30 year olds) engagement subject matter expertise and thought leadership organisation-wide to support people leaders in the organisation wide to grow the number of youth members and volunteers.

KEY RESPONSIBILITIES

General

- Support the development and implementation of youth engagement plans and approaches.
- Regularly engage and support governance Youth representatives and their activities.
- Support the coordination and connection of youth membership and volunteering-related work across New Zealand Red Cross, especially with regard to sharing best practice, fostering learning and information sharing across the organisation.
- Understand the pain points for New Zealand Red Cross young people, across their lifecycle of experience with New Zealand Red Cross – and understand how to address these.
- Be the subject matter expertise and thought leadership in relation to youth engagement.
- Undertake specific improvement projects, as determined by your people leader, Director or General Manager.
- Plan, monitor, and report on national performance and delivery.
- Support a collaborative team environment.
- Coordinate issue management processes.

National Youth governance and Wider Youth Membership

- Build a strong and collaborative working relationship with Youth members of Red Cross governance, by working towards a common purpose, and providing robust advice to ensure a strong youth voice at NZRC.
- Support governance in developing youth strategies/plans and support monitoring its implementation.
- Fulfil the role of Secretariat to national youth governance, working alongside members and regularly attending meetings, to assist with mentoring, logistics, agendas, minutes, facilitation, youth engagement best practice etc.
- Support and empower young people within NZRC to take leadership as appropriate.

Operational leadership and support of Youth service delivery

- Provide advice and support for NZRC people leaders who have the responsibility to growth youth membership and volunteers across NZRC activities.
- Collate and disseminate good practice in engaging youth, nationally and internationally, to Red Cross people leaders.
- Support the development of Youth strategies and plans as a subject matter expert.
- Collaborate with other research, data and insights collection to ensure a focus on youth is included in their information capture and reporting.
- Provision of advice with regard to Youth into NZRC strategies and performance reporting.
- Collaborate with colleagues to ensure the organisational needs are met and expertise shared.
- Locate and share stories and examples of youth membership and volunteering for internal and external communications across multiple channels.

Specialised project delivery

- Ensure any Youth projects allocated for your leadership are achieved within timeframes and budgets.
- Deliver on scoping and pilot projects where required.
- Oversee annual reporting on Youth activities as part of the NZRC Annual Report.

Team collaboration

- Contribute to (and if asked lead) Group, Directorate or team work plan projects, working groups and team development activities.
- Provide proactive contribution to Directorate and across NZRC people activities and improvement initiatives.
- Proactively support NZRC strategies and across NZRC activities.
- Work with other members of the team to ensure each area, team and individual is working with a 'one team' approach ensuring well-coordinated services for clients.
- Contribute as a member of the People Experience and Support Group by providing technical advice, case work support and guidance for any national activities and plans to ensure each part of the area is well supported

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

- Members of the People Experience and Support Group, especially your team, the Area support team and the national membership and volunteering team
- NZRC people leaders, especially those whose activities can attract and support Youth
- Youth members of Area Councils and other NZRC governance involving Youth
- Other NZRC people.

External

- Government agencies and not for profit organisations, especially with regard to youth practices
- International Red Cross entities and their respective sub-groups, especially regarding Youth practices
- Third party providers

STAFF

Direct

Nil

Indirect

Nil

PERSON SPECIFICATION

Knowledge

- Understanding of Te Tiriti O Waitangi and Te Ao Māori practices and tikanga.
- Understanding and experience of implementing diversity and inclusion initiatives, especially in relation to Youth.
- Expertise in, and knowledge of, youth programmes and activities that can increase engagement.

Qualifications and/or experience

- A tertiary qualification in a related field is desirable though not essential (e.g. Development Studies, Social Sciences, Business Administration).
- A successful track record of working in large NGO humanitarian service delivery or similar environments, ideally working with vulnerable migrant groups
- Experience in coaching methods and positive constructive feedback to build a learning environment.
- Project and programme delivery experience, including ability to lead activities, monitor and report on performance and work through how operational procedures should work.

Skills and other attributes

- Ability to identify and implement youth programmes and activities that can increase engagement.
- Record of professional achievement, with an ability to challenge thinking and represent and articulate ideas.
- Ability to make relevant connections and maintain a clear focus on long term objectives.
- Highly skilled in building and managing effective relationships and networks, building collaborative, trusting and respectful long-term partnerships.

- Emotional intelligence and strategic thinking that enable effective communication, empowerment and influence with individuals and groups from diverse backgrounds and perspectives.
- Coaching and mentoring skills.
- Effective representation of the organisation externally.
- Interpersonal skills that demonstrate honesty, integrity and ethics in all decisions and actions.
- An empathy for the humanitarian is highly desirable.
- An articulate and passionate communicator able to influence and build good relationships with a wide range of audiences using a variety of media, especially staff, senior managers and external stakeholders.
- Leader and team player with credibility – engenders respect; able to provide quality positive and constructive feedback and hold straight up “courageous conversations” when necessary.
- Effective communication and relationship skills to network, establish and maintain effective partnerships.
- Empathy with humanitarian causes.
- 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.