

The Salvation Army

Mission Volunteer Role Profile



Volunteer Role Title	V-SAES Recovery Hub Team Leader
Salvos Workday Job Profile	V-SAES Team Leader
Line Manager Name & Title	
TSA Service and/or location	SAES Recovery
Date approved (dd/mm/yy)	

About The Salvation Army

The Salvation Army is a Christian movement dedicated to sharing the love of Jesus. We share the love of Jesus by:

- Caring for people
- Building healthy communities
- Creating faith pathways
- Working for justice

The Salvation Army is one of Australia's largest and most-loved charities, helping Australians find hope amid personal hardship. On average, The Salvation Army helps a person through our network of services and programs across Australia every 17 seconds. Find out more on how The Salvation Army believes in good: <https://www.salvationarmy.org.au/believe-in-good/>

For more information, including The Salvation Army's position on Reconciliation, Diversity, and Inclusion, go to: <https://www.salvationarmy.org.au/about-us/>

The Salvation Army is a child safe organisation and is committed to protecting children and young people from harm. For more information, go to:

<https://www.salvationarmy.org.au/about-us/governance-policy/safeguarding-children-and-young-people/>

About the role

The Salvation Army Emergency Services (SAES) Team is a national team who support recovery efforts when major events and disasters occur across Australia. This team has a desire to care for people at their point of need, and to support people holistically; financially, materially, emotionally, and spiritually.

Located at the designated recovery site, the SAES Recovery Hub Team Leader plays an integral role in guiding and supporting team members as they assist those impacted by a disaster.

This position is ideally suited for those who have experience in managing teams, is confident in leading and coordinating daily team activities, as well as new member inductions and debriefs within a disaster context.

Key responsibilities

Preparation

- Lead the team in the preparation of resources, as well as guiding team members in the setting up of area in a Recovery Hub, considering power sources and safe set ups.

Manage others

- Manage, support and guide the team of SAES Recovery Hub Team Members as they provide financial assistance and wellbeing support to community members impacted by an emergency/disaster.

Mission Volunteer Role Profile cont.

- Provide guidance to SAES Team members to ensure records are regularly and accurately updated in system, in accordance with the guidelines and requirements of TSA.
- Provide a safe space for a team brief at the beginning of each day, and a team debrief at the end of each day as well as regular wellbeing check ins throughout the shift.

Working with others

- Work closely with the SAES State Recovery Coordinator to deliver appropriate services for assistance and referral in an emergency or disaster event.
- Create and maintain good communication and relationships with the team, internal stakeholders, and external agencies within a Recovery Hub.
- Attend interagency and/or community meetings and events as needed and agreed with SAES State Recovery Coordinator within a Recovery Hub/assistance point context.
- Delegate tasks to other team members and check rosters and to ensure full team is present.
- Provide a comprehensive hand-over to the next team leader.

Administration

- Complete a daily team leader report.

Qualifications and skills (desired/required)

- Experience in leading teams in a disaster and emergency context is desired.
- Well-developed knowledge base of the principles and practices of recovery hub/assistance points
- Confident and knowledgeable in using Microsoft Teams application and TSA's own SAMIS program, or willingness to learn.
- Willingness to learn the program Noggin, software for the purposes of emergency management.
- Willingness to learn gift card software programs.
- High level of written and verbal communication skills, including good empathetic listening skills, excellent verbal communication skills.
- Strong leadership, problem solving and decision-making and evaluation skills.
- Demonstrate commitment to quality customer/client service and continuous improvement strategies.
- Ability to multitask.

Capabilities and personal attributes

Manage Self: Shows personal motivation and commitment to completing work activities effectively; maintains own motivation when tasks become difficult; regulates own behaviour and responds appropriately in all circumstances.

Act Ethically and with Integrity: Acts consistent with TSA vision, mission and values; represents the organisation in an honest, ethical and professional way; is reliable and trustworthy.

Show Respect: Responds in culturally appropriate ways.

Display resilience Provides frank and honest advice in the face of contrary views; welcomes new challenges and persists in raising and working through challenging and difficult issues; remains calm and constructive in highly pressured and unpredictable situations.

Communicate Effectively: Listens to others when they are speaking and asks appropriate, respectful questions; speaks at the right pace and volume for varied audiences; clarifies own understanding.

Lead Safety and Wellbeing: Identifies and follows safe work practices; takes action to address hazards, near misses and incidents.

Influence Others: Uses appropriate interpersonal styles and methods to assert own ideas, give and receive constructive feedback and gain the agreement or acceptance of others; demonstrates compassion, empathy, sensitivity and understanding in resolving conflicts and differences.

Think Analytically and Solve Problems: Anticipates, identifies and addresses issues and potential problems and select the most effective solutions from a range of options.

Background check requirements

Background checks play an important part in our commitment to being a safe organisation. Where an applicant has disclosable history, the selection process includes a fair assessment and a risk management approach. Collection of personal information is handled per our privacy and confidentiality policies. Below is what is required for this role:

- As this role involves dealing with confidential information and the support of vulnerable people, it requires a Police Check
- If undertaking this role in ACT or Tasmania, a Working Vulnerable People Check is required.

Training Requirements

One of the many ways we care for people is by ensuring our workers are well equipped with the necessary knowledge to complete their role safely. To successfully undertake this role, the following training is required:

- Foundational training which includes an introduction to The Salvation Army, code of conduct training, work-safe and child-safe practices.
- SAES Training, Psychological First Aid Training
- Recommended - Cultural Competency (discuss with State Manager)
- Training in Noggin and Gift Card Software Program.

Work Health and Safety (WHS) considerations

We take Work Health Safety and well-being seriously at The Salvation Army. We want to ensure volunteers are fully informed and aware of key safety considerations. For this role, key considerations include (but not limited to):

- As this role requires long periods of standing, volunteers will be required to wear comfortable and supportive shoes and take regular breaks.
- As this role occasionally interacts with vulnerable people and potentially stressed clients, training will be provided.
- As this role requires long periods of sitting at a desk, volunteers will be required to and take regular breaks and stretch.
- As there will be site specific electrical requirements volunteers will need to be aware of safe set up of extension cords and other electrical items.
- To ensure SAES Team Members are easily identified in a potentially stressful and busy environment, they must wear branded clothing (when provided)

Mission Volunteer Role Profile cont.

Other WHS considerations and emergency procedures will be covered during the induction.

Development opportunities with this role

This role will give volunteers an opportunity to increase your skills and build on your experience in team management in a disaster/emergency recovery situation.

Time Required & Commitment

As agreed with State Manager and Line Manager.

Mission Volunteer Role Profile cont.

Mission Volunteer Role Profile Acceptance

By signing this form, the Mission Volunteer and Supervisor/Line Manager acknowledge and agree to fulfil the duties and responsibilities as per this V-SAES Recovery Hub Team Leader Role Profile and Volunteer Handbook.

Mission Volunteer Print Name:		Date:	
Mission Volunteer Signature:			
Supervisor/Manager Print Name:		Date:	
Supervisor/Manager Signature:			
Record keeping:	<p>Manager of volunteer: Scan and save a signed copy of the Role Profile and upload to the volunteer's Workday record: Profile > Personal > Documents > Add > Select file > choose 'Role.Profile' category. Give a hardcopy to the volunteer.</p> <p>Volunteer: Retain copy of signed Role Profile</p>		
Additional information:	<p>Background check and training requirements may change time to time if legislations or TSA requirements change. Your line manager will notify you if there are any changes required for your role.</p>		