

# Volunteer role description

## Volunteer TeleCHAT Caller

<b>Department</b>	<b>Social Support</b>
<b>Availability</b>	<b>2 hours per week, anytime weekdays 9am – 3pm</b>
<b>Location</b>	<b>Various in Qld</b>
<b>Category</b>	Working in our Services and Programs

**Building an inclusive, diverse and active humanitarian movement based on voluntary service**

### Role purpose

The Volunteer TeleCHAT Caller is responsible for making friendly telephone calls to Red Cross participants who are experiencing social isolation. The calls provide a consistent relationship for the participant that helps to build confidence, resilience and improves their wellbeing. Volunteers are matched to participants based on personality, interests and background, as well as availability. The role also includes recording brief information to report to the program officer.

### Role responsibilities

- Attend appropriate Red Cross office as rostered for a 2 hour weekly shift
- Provide a friendly call to approximately 5 clients (20- 30 minutes each) as rostered
- Keep records of calls made and unanswered calls
- Ensure the confidentiality of the client is maintained at all times
- Report any issues or concerns, relating to the client or service, to Red Cross

### Knowledge, skills and experience

- Ability to communicate effectively with a broad range of people, particularly by telephone
- Ability to maintain clients' right to privacy, dignity and confidentiality
- Demonstrate empathy for and understanding of issues relevant to people who are frail, aged or have a disability
- Basic administration skills
- A commitment to visit for a minimum of one year to maintain consistency for the participant

### Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)

### Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required

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### General conditions

We act always in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

*In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement*

**Humanity**

**Impartiality**

**Neutrality**

**Independence**

**Voluntary Service**

**Unity**

**Universality**

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