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power of  
humanity



# Volunteer role description

## Patient Transport Convenor

<b>Department</b>	<b>Community Programs</b>
<b>Availability</b>	<b>Weekdays up to 3 hours per day</b>
<b>Location</b>	<b>Ballarat</b>
<b>Category</b>	<b>Working in our Services and Programs</b>

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

### Role purpose

The purpose of this role is to look after the day to day operations of the patient Transport Service in Ballarat.

### Role responsibilities

- Organise and distribute volunteer rosters.
- Receive and assess requests for transport in accordance with the policy and operational procedures.
- Liaise with referring agencies regarding client bookings, enter client booking details into an Excel database and confirm client bookings.
- Receive and record all donations collected by Volunteer Drivers, deposit donations and forward all records to the Victorian Office.
- Prepare and send monthly reports using the provided template to the Program Officer.
- Ensure secure garaging and regular washing and maintenance of Red Cross vehicle(s).
- Provide support to new volunteers during their induction and transition into the service.
- Observe the confidentiality and privacy of clients.
- Report any issues or concerns regarding the performance of any volunteers, issues with clients or general service concerns.
- Assist the Program Officer to coordinate and chair volunteer meetings.
- Communicate any changes to policy, operational procedures and documentation to volunteers.
- Work collaboratively to support the Program Officer and other volunteers in identifying key service challenges and improvements from a local perspective.
- Be informed about other patient and community transport options in the region.
- Promote the Patient Transport Service in the local community in conjunction with the Program Officer and other volunteers.

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- Contact multiple clients as per daily call sheets and within agreed timeframes to ascertain their wellbeing
  - Ensure a caring and courteous telephone communication with clients regarding their health and wellbeing and enhance their social connection
  - Report any incidents in relation to the client's health, welfare or well-being, to Red Cross staff
  - Maintain confidentiality of information obtained during a call unless this information must be disclosed to Red Cross to assist the client
  - Maintain accurate records of calls to clients on allocated call sheets and/or Red Cross databases
  - Notify Red Cross in advance if unable to make arranged calls to clients
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### Knowledge, skills and experience

- Ability to use the Red Cross fundamental principles when performing operational tasks and dealing with situations.
  - Excellent communication skills.
  - Strong organisational and time management skills.
  - Leadership skills and experience in working collaboratively within a team environment.
  - A high level of computer literacy, including confidence using web-based email and the Microsoft Excel program.
  - Ability to handle diverse situations.
  - Demonstrated reliability.
  - High level of customer service skills and the ability to handle client complaints efficiently.
  - Ability to maintain accurate written records.
  - Comfortable speaking on the phone with a broad range of culturally diverse clients
  - Show empathy for the mature aged, disadvantaged and socially isolated clients
  - At ease working independently or as part of a team to share the workload
  - Basic admin skills and knowledge of Microsoft Office including email
  - Experience working in customer service, call centres, aged care or clients with disabilities
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### Check requirements

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

- Complete Red Cross online learning modules as required
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- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
  - Attend scheduled volunteer meetings, a minimum of two per year
  - Participate in Indigenous Cultural Competency Training
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### General conditions

We act always in accordance with the Australian Red Cross Ethical Framework 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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