



Red Cross acknowledges the Traditional Owners of this land, their ancestors and Elders, past and present.

the power of humanity



# Volunteer role description

## Emergency Services Volunteer - Regional

<b>Department</b>	<b>WA – Emergency and Disaster Services</b>
<b>Availability</b>	<b>Variable including before, during and after during emergencies and disasters. Ongoing (minimum of 1 year commitment desirable)</b>
<b>Location</b>	<b>Mid-West Region WA</b>
<b>Category</b>	<b>Working in our Services and Programs/Contributing to our operational work</b>

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

### Role purpose

Australian Red Cross Emergency Services assists individuals and communities prepare for (preparedness), respond to (response), and in the aftermath of emergencies (recovery). Members of the workforce predominantly train and operate in their local area, at flexible times throughout the year. There are currently extensive opportunities to support Mid-west communities, which were impacted by TC Seroja.

ES volunteers contribute to the delivery of core Red Cross Emergency Services including Psychological First Aid and community outreach services. ES volunteers play an important role in supporting the wellbeing and building resilience in their local communities. There may also be the opportunity to undertake additional training or assist in emergency work intra- and interstate to assist Red Cross Workforce in providing support to affected individuals and communities.

### Role responsibilities

Emergency Services volunteers may choose to work in or one or more of a number of functions across the program:

**Preparedness** – assist people to be better prepared, better connected to each other and more resilient when emergencies happen through; Community preparedness sessions using RediPlan' Pillowcase sessions for primary school children, Youth preparedness sessions for secondary school children, Preparedness outreach

**Response** – provide immediate relief services involving the provision of essential needs such as shelter, information, and psychosocial support to people affected by an emergency through; Psychological First Aid (PFA), Register. Find. Reunite – reconnecting family and loved ones during an emergency in evacuation centres, relief centres or at locations when affected people are gathering

**Recovery** – helping people affected by an emergency return to a life, not defined by the disaster, as quickly and efficiently as possible through; Contacting people via phone to check on their wellbeing and ascertain their needs (Telephone outreach), Visiting people in their homes or business to check in their wellbeing and link them to relevant services (physical outreach)

---

In all chosen activity ES volunteers must:

- Be available for shifts (times may vary and are flexible for some roles)
- Participate in Mandatory Training.
- Update contact details in a timely manner when they change and respond to annual pre-season availability audit
- Work with all Red Cross people in a respectful and supportive way
- Act to ensure that Red Cross is positively represented in the community
- Promote a proactive approach to management of WH&S issues
- Comply with all Red Cross policies including confidentiality and privacy policy

### **Children in Emergencies:**

Red Cross Emergency Services volunteers work with individuals and communities in each area of our service delivery. This involves regular contact with families and children. As a program, we recognise that children are particularly vulnerable during and after emergencies. Our volunteers will often interact with children in Evacuation or Relief Centres, Recovery Hubs and during physical outreach. As a Red Cross Emergency Services Volunteer, you are responsible for adhering to the Red Cross Child Protection Code of Conduct at all times to ensure that you do not put children at further risk, and that we support their safety and wellbeing at all times.

### **Commitments in Non- Activation**

- Team meetings (minimum attendance at three per year)
- Exercises (internal and external) as required
- Attend fundamental training sessions and complete pre-requisite online training as required

---

### **Knowledge, skills and experience**

A member of the Red Cross Emergency Services workforce is expected to have the following skills:

#### **Essential:**

- Strong interpersonal listening and communication skills and able to communicate effectively in a respectful, sensitive and supportive way with a wide range of people
- Strong problem-solving skills and attention to detail

#### **Desirable:**

- Able to enter data into a computerised database through a structured form
- Knowledge and understanding of Emergency Management concepts, principles & State based arrangements & the willingness to learn
- Available outside of normal working hours during emergencies and for meetings and ongoing training

#### **Communication:**

- E-mail: All volunteers must have an active e-mail account and must be able to use and access e-mail at regular intervals (including opening of attachments)

#### **Commitment to role & Personal Attributes:**

- **Drive:** Commit to maintaining the skills, experience and knowledge required to fulfil nominated roles, enthusiastic & committed
  - **Teamwork:** Participate in meetings, training, exercises and other engagement opportunities to maintain and improve understanding of Red Cross Emergency Services, work cooperatively and collaboratively in a team to achieve shared outcomes
  - **Adaptability:** Take direction and instruction from a supervisor within a command-and-control structure, adapt to changing work environments and demands
  - **Resilience:** Able to maintain good spirits even in adversity
  - **Self-Awareness:** Ability to recognise and manage own limitations and stress
-

---

### Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
- Working with Children's Check relevant to your state / territory location
- WA Driver's license (desirable but not essential)

---

### Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
- Training: 'Fundamental Training' as above, then training refreshers every three years
- Training: Psychological First Aid training –refresh every 3 years

---

### 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**

---