



the  
power of  
humanity



# Volunteer role description

## Volunteer Caller Telecross and TeleCHAT

<b>Department</b>	<b>Social Inclusion</b>
<b>Availability</b>	<b>Flexible from 5 minutes per day to 15 hours per week</b>
<b>Location</b>	<b>Far North Coast</b>
<b>Category</b>	Working in our Services and Programs

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

#### **Role purpose**

Assisting with the delivery of Telephone Support programs, volunteers support clients with a social chat or daily welfare check phone call to ensure they are safe and connected while living independently at home.

#### **Role responsibilities**

- Call clients / participants within agreed timeframes to ascertain their wellbeing or for a social chat, depending on program
- 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 wellbeing to Red Cross
- Maintain confidentiality of information obtained during a call unless this information must be disclosed to Red Cross staff to assist the client
- Maintain accurate records of calls if required
- Follow program protocols as provided during training
- Notify Red Cross in advance if unable to make arranged calls to clients

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

- 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
- Some roles require basic admin skills and knowledge of Microsoft Office including email
- Experience working in customer service, call centres, aged care or with clients with disabilities

#### **Check requirements**

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

#### **Learning and development**

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- 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 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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