



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

the
power of
humanity



Volunteer role description

SA Office Support Volunteer

Department	Social Inclusion
Availability	Flexible. Monday-Friday 9am-5pm.
Location	Whyalla
Category	Working in our Services and Programs

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

Role purpose

The Office Support Volunteer will provide administrative support to staff and volunteers in our office and assist with the day-to-day operations of a work area or program.

The Social Inclusion department aims to support elderly members of our community to overcome social isolation.

Role responsibilities

- Provide prompt and efficient customer service
- Managing office documents including printing, photocopying, scanning, laminating and filing.
- Preparing and creating document packs (for training, events, new clients etc)
- Filing and labelling envelopes – mail outs
- Data Entry – recording statistics
- Networking with other Rec Cross members, volunteers and staff
- Assisting with transport bookings and sourcing drivers as required
- Answering telephone enquiries and responding to email enquiries
- Recording and passing on messages
- Front counter enquiries
- Preparation of general correspondence

Knowledge, skills and experience

- Ability to communicate effectively and empathetically with a broad range of people including older people, disabled, disadvantaged, socially isolated and culturally diverse clients
- At ease working independently or as part of a team to share the workload
- Basic administration skills and knowledge of Microsoft Office including email
- Ability to understand schedules and coordinate appointments

Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
- Working with Children's Check
- Reference Check

Learning and development

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

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
