

Volunteer role description



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

the power of humanity



MATES volunteer

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| Department | Social inclusion |
| Availability | Minimum 12 month commitment 1-4 hours per week Flexible days and times |
| Location | Various locations in Northern Tasmania |
| Category | Working in our Services and Programs |

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

Role purpose

providing one on one social support to members of our community who are living with a mental illness and are experiencing social isolation. As a volunteer you would meet with your Mate on a weekly or fortnightly basis to spend time on shared activities and interests to create a positive, interactive and connected experience for you both.

Role responsibilities

- Identify local activities that support participant's social goals.
- Participate in social activities alongside participants, providing encouragement and non-judgemental support.
- Meet with your Mate on a regular, consistent basis, under the auspices of Red Cross.
- Communicating with MATES Coordinator, reporting any incidents in relation to the participant's health, welfare or wellbeing in consultation with your Mate.
- Provide monthly reports to MATES Coordinator.
- Maintain confidentiality of information obtained during meetings, unless this information must be disclosed to Red Cross to assist the participant.
- Notify your Mate if unable to attend any scheduled meeting or activity
- Participate in regular professional supervision with the MATES coordinator
- Undertake any training or developments as requested by the coordinator

Knowledge, skills and experience

- Good communication skills, with the ability to listen attentively to others.
- Empathy, kindness and a genuine interest in people

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- Demonstrated experience in supporting a person who has experienced trauma OR family violence OR has complex unmet needs. We welcome personal lived experience as well as professional experience
 - Knowledge of, or ability to, locate local community information.
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Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this).
 - Some roles will also require a working with vulnerable people check
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Learning and development

- Complete Red Cross online learning modules as required.
 - Attend Red Cross Volunteer Induction, Program Training and ongoing training as required.
 - Attend scheduled meetings
 - Participate in regular professional supervision with the MATES coordinator
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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
