

# Volunteer role description



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



## VIC MSP Hotline Volunteer

<b>Department</b>	Migration Support Programs
<b>Availability</b>	1 day a week, Monday-Friday (9am to 5pm)
<b>Location</b>	Dandenong or North Melbourne, VIC
<b>Category</b>	Working in our Services and Programs

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

#### **Role purpose**

The position of an MSP Hotline Volunteer is to provide quality customer service and administrative support in support of the operation of the Migration Support Programs (MSP) at both our North Melbourne and Dandenong offices. We are currently seeking volunteers be first responders on our phone and administration hotline, responding to queries from clients and stakeholders in relation to our emergency relief and casework programs. Specific responsibilities will be adapted from those below depending on the day-to-day needs of the office and as directed by the Volunteer Coordinator.

#### **Role responsibilities**

- Responding to telephone and email enquiries from those seeking support from our services, whether that be potential clients, sector agencies or other stakeholders
- Referring callers onto relevant community services if needed, whether that be internal or external to Red Cross
- Recording client interaction and uploading relevant documents to our central database
- Booking emergency relief appointments for clients in our central booking calendar
- Liaising with other Red Cross People, including other staff, volunteers and members as needed
- Providing excellent customer service in line with the Red Cross Client Service Charter and representing Red Cross in a professional manner at all times in accordance with our Code of Conduct
- Ensuring Red Cross service information is readily available to guests, visitors and the wider community
- Maintaining confidentiality and privacy in accordance with the Red Cross Privacy Policy

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

- Experience in dealing with complex issues, approaching matters with compassion, empathy and understanding
- High level communication skills with a broad range of people, including those from culturally and linguistically diverse backgrounds.
- Sound data entry skills with attention to detail
- Ability to complete tasks within set timeframes
- Ability to work independently and in a team environment
- Ability to follow established policies, procedures and work instructions

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- Reliability and flexibility to work on a range of tasks
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### 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
  - Reference check
  - Evidence of up to date\* vaccination against COVID-19 is a mandatory requirement for this role. \*As per latest definitions by the Australian Technical Advisory Group on Immunisation (ATAGI), or who have a medical exemption based on ATAGI guidelines
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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
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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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