

# Volunteer role description



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

the  
power of  
humanity



## Volunteer Administration Support – Rockhampton Branch

<b>Department</b>	<b>Community Services</b>
<b>Availability</b>	<b>Monday to Friday – rostered hours   9.30am – 1pm   1.00pm – 4.30pm</b>
<b>Location</b>	<b>Rockhampton</b>
<b>Category</b>	Contributing to our operational work

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

#### **Role purpose**

The Volunteer Administration Support will provide quality administrative support for the Wellbeing Centre (Accommodation Centre) and the Medical Equipment Hire Service (MEHS) at the Rockhampton Branch. The position will focus on providing telephone and face to face enquiries, general office and reception duties.

#### **Role responsibilities**

- Attend to telephone and face-to-face enquiries from guests and the general public at our Reception Desk, relative to the Branch services, including transfer calls to relative staff members
- Welcome guests checking in, including providing them with an orientation about the Wellbeing Centre and its facilities
- Assist with guests checking out, ensuring that payment is received, and the PTSS documentation for approved guests has been finalized
- Hire medical equipment to those requiring short term hire, including completing the associated paperwork
- Adhere to all procedures as outlined in the Aged Care and Health Services Policy and Procedures Manual and MEHS training program
- Process cash and EFTPOS payments and donations, including accurate recording and security of monies
- Operate basic office equipment i.e. photocopier
- Communicate with clients on a one to one basis, respecting the clients' right to confidentiality
- Positively contribute to workplace health and safety practices, including and understanding of maintenance and carrying out cleaning requirements if able

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

- Developed organisational and time management skills
- Excellent records management and general office administration skills
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds

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- Basic proficiency in MS Office or similar software and experience using databases
  - Ability to work as part of a team
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### Check requirements

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