



the
power of
humanity



Volunteer role description

Tea Room Attendant - Lismore

Department	Community Services
Availability	Monday – Friday 9am-2.20pm
Location	Lismore NSW
Category	Contributing to our operational work

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

Role purpose

Assist with raising funds through the delivery of a tea room service to support the everyday work of Red Cross. Volunteers assist to deliver the Tea Room service through providing excellent customer service emphasising a positive experience for our customers. Volunteer opportunities are available in the Lismore Tea Room and the branches extra fundraising activities

Role responsibilities

- Assisting in membership run Tea Rooms
- Customer service of food or beverages
- Assist with general administrative duties as required
- Food preparation (sandwiches / cakes scones / tea / coffee / milk shakes)
- Setting and clearing, tidying and cleaning of tea rooms
- Cash handling
- Develop productive relationships with supervisors and other team members
- Awareness of Australian Red Cross services and refer enquiries to appropriate people when necessary

Knowledge, skills and experience

- Good communication and interpersonal skills
- Ability to work effectively as part of a team
- Basic admin skills
- A positive, can do attitude
- Shows initiative with a common sense approach

Check requirements

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

Learning and development

- Volunteer role involves on the job training
 - Learn and uphold rules of the Australian and New Zealand Health Standards
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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
