Volunteer role description

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

Australian Red Cross

SA Emergency & Disaster Services Team Member Volunteer - Port Pirie

Department	Emergency Services
Availability	5-10 hours during activation
Location	Port Pirie
Category	Working in our Services and Programs

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

Role purpose

Red Cross Emergency Services assist individuals, households and communities to prepare for, respond to and recover from emergencies across Australia.

During and after an emergency, volunteers provide Psychological First Aid to people affected by a disaster when they visit a Relief / Recovery Centre. They help to reduce their initial distress, ascertain needs; assist the meeting of basic human needs, and support coping and adjustment. They can also register affected people. Outside of emergencies, volunteers may support communities to be better prepared for future emergencies.

If sent on interstate activation, responsibilities and tasks may need to be adjusted to requirements and scope of Red Cross operating in another State or Territory.

Role responsibilities

- Understand the changing nature of the event and its impact on affected people

- Provide Psychological First Aid to affected people visiting centre or through home visits

- Meet and greet people visiting the Centre

- Ask about their needs and concerns; provide information as required, and to link them to available services and resources. Refer to Team Leader or next level of support.

- Communicate in a caring, sensitive and courteous manner, ensuring appropriate personal boundaries are maintained and respected

- Provide and explain Red Cross information

- Establish and record the identity of each person and record basic data on the emergency management information system (Register. Find. Reunite (RFR)). Report on any emerging trends or issues.

- Work cooperatively at all times and actively contribute towards team effectiveness

- Practice self-care and encourage self-care of others

- Participate in team briefings and debriefings, providing updates as required

Knowledge, skills and experience

- Sensitivity to people's reactions to trauma and stress and ability to work under stressful conditions and stay calm.

- Strong interpersonal and communication skills.

- Ability to work in unfamiliar environments and be adaptable to changing circumstances and requirements.

- Ability to work as part of a team and take appropriate direction.

- Ability to work within operational policies & procedures and maintain confidentiality.

- Available at short notice (desirable)

- Available to be sent on intra or interstate activations (desirable)

- Computer literate including email

- Current driver's licence (desirable)

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 – DCSI Child Related

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 volunteer meetings, a minimum of two per year

- Complete Psychological First Aid training every three years

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