

# Volunteer role description



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

the  
power of  
humanity



## Telecross REDI Volunteer

<b>Department</b>	Emergency Services
<b>Availability</b>	Available at short notice during extreme weather activations, for 4 to 5-hour shifts
<b>Location</b>	Flexible
<b>Category</b>	Working in our Services and Programs

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

#### Role purpose

To assist with the delivery of the Telecross REDI program by making telephone calls to check in on clients during a declared extreme weather event. Red Cross Emergency Services provides the Telecross REDI service during extreme heat events, when the average between the day and night temperature in Adelaide is forecasted to be 32°C for 3 or more consecutive days).

The program aims to provide clients, who are vulnerable to extreme heat, with a well-being phone support service. The Service is available to those who are aged or frail, elderly, housebound, recovering from an illness or hospitalisation, have a disability, and the socially isolated.

#### Role responsibilities

- Contact multiple clients as per daily client allocation and within agreed timeframes, following a standard script and checklist, to ascertain the clients' wellbeing during times of extreme weather conditions.
- Ensure a caring and courteous telephone communication with clients regarding their health and wellbeing and enhance their social connection
- Report any concerns in relation to the client's health, welfare or wellbeing to the appropriate Red Cross team leader on shift.
- Maintain confidentiality of information obtained during a call unless this information must be disclosed to Red Cross to assist the client.
- Maintain accurate & legible records of calls to clients on Red Cross databases and follow appropriate reporting processes.
- Follow required procedures and instructions from the Team Leader, including the escalation process.
- Look after own wellbeing during the emergency and ensure sufficient breaks are taken
- Notify Red Cross in advance if unable to attend allocated shifts

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### **Provide Psychological First Aid to affected people at their home or workplace (Listen and Link)**

- Phone people, introduce yourself and explain the purpose of the call
- Help people feel listened to and feel calm and connected
- Communicate in a caring, sensitive and courteous manner, ensuring appropriate personal boundaries are maintained and respected
- Accurately report and document any concerns, issues, incidents to Team Leader.

### **Work in a team**

- Work under guidance of Team Leader and seek their support as required
- Participate in team briefings and debriefings, providing updates as required
- Work cooperatively at all times and actively contribute towards team effectiveness
- Practice self-care and encourage self-care of others

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

To carry out this role effectively you will be able to listen and communicate effectively with clients in a caring and courteous way regarding their health, wellbeing and social connection. You will use talking points provided by Red Cross to ascertain client wellbeing but be able to adapt to each individual conversation.

You will be non-judgmental and know how to recognise issues and concerns in order to provide clients with appropriate support and reassurance. You will know how to finish a call and move through a call-sheet without rushing.

You will be comfortable using computers and be able to quickly learn to use the web-based system designated for the service. You will maintain accurate records of all calls and follow organisational procedures.

#### Key skills and requirements

- Computer literate, admin skills and knowledge of Microsoft Office including email.
- Ability to learn new web-based-systems quickly.
- If working from your own home - Access to a computer, phone and broadband internet access. Assistance with obtaining and maintaining computers and your internet connection is unfortunately not possible
- Sensitivity to people's reactions to trauma and stress, and ability to work under stressful conditions and stay calm
- Excellent phone manner. Comfortable speaking on the phone with a broad range of culturally diverse clients
- Adaptable to changing circumstances and requirements.
- At ease working independently or as part of a team to share the workload

### Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
  - A Working with Children Check relevant to your state/territory (Red Cross will arrange this)
  - Covid-19 Vaccination (as required by government mandate)
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### Learning and development

- Complete Red Cross online learning modules as required, particularly Psychological First Aid
  - Attend Red Cross online 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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