

## POSITION DESCRIPTION – VOLUNTEER TEAM MEMBER

Position Title	TeleYARN Volunteer Caller	Department	Community Services
Location	North Melbourne	Direct/Indirect Reports	Nil
Reports to	Volunteer Convenor	Date Revised	May 2017

### ■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

### ■ Position Summary

TeleYARN volunteers contribute to the independence of people living at home who are experiencing social isolation by reliably making a social phone call at the agreed time and day/s of the week.

### ■ Position Responsibilities

#### Key Responsibilities

- Provide a friendly call to participant or participants ( approximately 15-20 minutes ) as rostered
- Respond to unanswered calls in accordance with procedures
- Maintain brief records of all calls made to participants and unanswered calls
- Ensure the confidentiality of participant is maintained at all times
- Report any issues or concerns, relating to the participant or service, to Red Cross
- Attend Red Cross orientation, training and volunteer meetings

### ■ Position Selection Criteria

- Demonstrate respect for all individuals in the program and maintain confidentiality
- A commitment to volunteering and the Red Cross Fundamental Principles
- Ability to work within the program requirements
- A willing to commit to calling the same participant for a minimum of twelve months

#### Technical Competencies

- Demonstrate respect for all individuals in the program and maintain confidentiality
- A genuine interest in working with older community members who require social support
- Good listening skills
- Friendly conversations style
- Non-Judgemental
- Sensitive to varying backgrounds, beliefs, cultures and attitudes
- Ability to work within a team to achieve a shared goal

#### Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**  
 Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct
- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**

Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings

- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support

- **COLLABORATE | Share Information and Communicate Effectively | Shares information consistently and transparently Proactively shares information and ideas | Actively listens to aid understanding | Ensure others have a chance to offer a point of view | Asks questions to clarify situation | Encourages others' point of view.**

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

**Humanity:** The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and ensure respect for the human being. It promotes mutual understanding, friendship, co-operation and lasting peace amongst all people.

**Impartiality:** It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

**Neutrality:** In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

**Independence:** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

**Voluntary Service:** It is a voluntary relief movement not prompted in any manner by desire for gain.

**Unity:** There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

**Universality:** The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters