Emergency Services Volunteer – Team Member

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| **Department** | VIC - Emergency Services  |
| **Availability** | Flexible days, ongoing position |
| **Location** | Victoria – All locations |
| **Category** | Working in our Services and Programs |
| **Building an inclusive, diverse and active humanitarian movement based on voluntary service** |
| **Role purpose**Red Cross Emergency Service Team Members belong to a multi-skilled team of local volunteers who are committed to providing valuable support to individuals and communities before, during and after emergencies. Team members are trained to provide basic emotional support and psychological first aid to people affected by emergencies and while predominantly working within their own local community, Emergency Service Team Members may also have the opportunity to work with diverse communities throughout Victoria and interstate.  |
| **Role responsibilities*** Deliver Red Cross services before, during and after emergencies
* Uphold and promote Red Cross humanitarian values, Fundamental Principles and Code of Conduct and ensure that you treat all Red Cross staff and volunteers in a respectful and supportive way
* Commitment to respond to activation requests with availability, and attend emergency activations as practicable
* Communicate with and take direction from a Team Leader during operational activities
* Work collaboratively with other agencies and community members in activities and exercises
* Contribute to building and maintaining a strong and collaborative team environment
* Attending regular team meetings, with a minimum of 3 per year
* Ensure that at all times you represent Red Cross professionally and in line with Red Cross policies
* Promote and contribute to a safe working environment in line with work health and safety principles and policies
* Engage with the REDS database, and maintain your personal information (including qualifications, compliance checks and availability)

***Note: as part of this role you may be required to do some light lifting, standing and/or walking*** |
| **Knowledge, skills and experience*** Strong communication and interpersonal skills
* Ability to communicate and work with people from diverse communities
* Personal experience in managing stressful, emotional and adverse situations
* Ability to work effectively as part of a team
* Understanding of, and respect for privacy, confidentiality and appropriate boundaries
* Demonstrated ability to be flexible, adaptable and collaborative
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| **Checks required*** A National Police Check (Red Cross will arrange this)
* Victorian Working with Children’s Check (not compulsory, but strongly advised. May be required for additional roles within Emergency Services)
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| **Learning and development**All Emergency Service Volunteers are required to complete ‘Fundamentals’ training which includes; * Red Cross Emergency Services Induction
* Psychological First Aid (PFA)
* Register.Find.Reunite. (RFR)
* Food and Water
* Introduction to preparedness, recovery, and community engagement
* Online training as required

Once you have completed your fundamentals training, you may also have the opportunity to complete additional training. This includes, but is not exclusive to; preparedness, recovery, incident management, leadership, community education and engagement programs.  |
| **General conditions**We act always in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of ConductWe are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirementsWe comply with the Red Cross Workplace Health and Safety management systemWe demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful wayWe 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** |