

# Volunteer role description

## Packing Team Member Volunteer

Department	Community Justice Program
Availability	1 – 4 hours per week during business hours
Location	Adelaide
Category	Working in our Services and Programs

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

#### Role purpose

The Packing Team Volunteer is part of a group of volunteers that assist vulnerable people in the community to pack their belongings with care and understanding in preparation to move houses. As part of the Packing Team you will be helping people that has personal and health challenges and require support in their transition to a new home as their current house is part of the state housing upgrade and might be demolished or sold off.

#### Role responsibilities

- Work as part of a team and under the direction of an onsite group leader.
- Wear protective clothing and equipment as directed by program manager and onsite leader.
- Be sensitive and understanding of people that may have challenging home environments or personal circumstances.
- Provide packing assistance to individuals including sorting, categorizing, light lifting, sweeping and packing.
- Involve the person in decision regarding the categorisation and packing of their belongings.
- Provide emotional support and reassurance to the resident while packing takes place.
- Relay site based information back to program manager.
- Participate in team/site briefings and de-briefings.

#### Knowledge, skills and experience

- General understating and awareness of hoarding disorder.
- Able to work on a non-judgemental and consultative approach.
- Strong verbal communication skills.
- Reasonable level of fitness.
- Ability to be warm, friendly, patient and able to show empathy to vulnerable people.
- Ability to work in environments where you might encounter insects, smells, dirt, dust and congestion.
- Ability to work as part of a team, take direction and contribute to problem solving.

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### Check requirements

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

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### 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

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### General conditions

We act always in accordance with the Australian Red Cross Code of Conduct 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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