

Volunteer role description

Trauma Teddy Coordinator Volunteer

Department	Stakeholder Engagement & Development
Availability	Once a week – 4 hours (flexible)
Location	Adelaide
Category	Contributing to our operational work

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

Role purpose

Trauma Teddy is the cuddly face of Australian Red Cross Community Services and Emergency Services. Knitted by Red Cross volunteers all over Australia, these woollen teddies are given freely to children and adults needing comfort or gentle distraction during traumatic events. The Trauma Teddies are delivered to local hospital wards, school sick bays, fire stations, ambulances, police stations, medical and dental clinics and emergency centres.

Based in the Adelaide Red Cross office this volunteer role is an opportunity to support this important program, by contributing your administrative, computer and organisational skills and helping us strengthen and expand the Program.

Role responsibilities

- Prepare correspondence including letters, faxes, labels etc. in accordance with the Red Cross style guide.
- Manage ordering of Trauma Teddy materials and associated invoices for payment.
- Dispatch Trauma Teddy materials to coordinators and knitters.
- Efficiently manage large mail outs using a database and mail merge.
- Prepare and maintain spreadsheets utilising MS Excel and other departmental applications.
- Maintain database records of Trauma Teddy coordinator and volunteer knitter's details.
- Ensure personal and sensitive information is managed in accordance with Privacy legislation.

Knowledge, skills and experience

- Demonstrated office administration skills.
- Advanced computer skills, using MS Office applications, specifically MS Word and Excel.
- Experience in record management, spreadsheet and database skills.
- Sound time management and the ability to prioritise and meet deadlines.
- Strong interpersonal and communication skills and demonstrated ability to work with a diverse range of people.
- Experience with working with staff, members, volunteers and supporters (desirable).
- Demonstrated experience in working within a team and with limited supervision.

Check requirements

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

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

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
