

# Volunteer role description

## Volunteer – Telephone Support

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| <b>Department</b>   | <b>Home Support</b>   |
| <b>Availability</b> | <p>Volunteers are rostered according to their availability and service demand.</p> <p>This role supports daily operations from 7:30 AM to 9:15 PM (Monday to Sunday including Public Holidays)</p> <p>This role is subject to an initial 3 month review followed by opportunities for ongoing feedback.</p> |
| <b>Location</b>     | This role is located at Red Cross Offices in various locations – Port Augusta, Whyalla, Port Pirie and Port Lincoln. The volunteer is responsible for arranging their own transport.  |
| <b>Category</b>     | Working in our Services and Programs  |

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

#### Role purpose

Home Support Programs strengthen people's capacity to participate in community life, maintain or regain independence and stay living in their own home for longer.

Telephone Support Callers make regular telephone calls to ensure clients feel safe and socially connected while living independently at home.

#### Role responsibilities

##### **Contact clients as per call sheet or scheduled appointment**

- Contact clients as per sheet / schedule
- Maintain accurate record of calls on allocated call sheets and / or Red Cross databases
- If client does not answer the phone call, follow the designated procedures and notify Red Cross staff member accordingly

##### **Check Client's state of well being and provide social connection**

- Ensure a caring and courteous telephone communication with client regarding their health, wellbeing and social connection
- Use a range of questions and clues to ascertain client's wellbeing and social connection
- Listen to the needs, concerns and interest of the client
- Recognise issues and concerns and provide clients with appropriate support and reassurance
- Respect the privacy, rights and dignity of clients and maintain confidentiality with respect to information obtained during a call
- Report any issues, concerns, complaints relating to the client or the service to the Red Cross Staff member

##### **Report any critical incident**

- Report any incidents to Red Cross staff member where client may be distressed or at risk ( e.g. in need of urgent medical attention, or risk of self harm)

#### Knowledge, skills and experience

- Ability to communicate effectively and empathetically with a broad range of people including the elderly, disabled, disadvantaged, socially isolated and culturally diverse clients
- Demonstrated basic administration skills with working knowledge of the Microsoft Suite packages and experience communicating via email
- Ability to work autonomously or as part of a team, in establishing priorities and setting deadlines

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### Check requirements

- A National Criminal History Check prior to commencement is a requirement of Red Cross and renewed every 3 years. This is organised and paid for by Red Cross

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### Learning and development

- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
- Participate in an initial 4 week and 8 week review process with a Red Cross staff member
- 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 systems
- We demonstrate the skills, knowledge and behaviours to work with Aboriginal and Torres Strait Islander peoples in a culturally respectful way
- We may be required to assist the organisation on occasions, in times of National, State or local emergencies or major disasters

*In all activities, our volunteers are guided by the Fundamental Principles of Red Cross and Red Crescent Movement*

**Humanity**

**Impartiality**

**Neutrality**

**Independence**

**Voluntary Service**

**Unity**

**Universality**

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