

Volunteer role description

Volunteer – Office Support

Department	Social Inclusion
Availability	Volunteers are rostered according to their availability and service demand
Location	This role is located at various locations – Port Augusta, Whyalla, Port Pirie, Coober Pedy, Port Lincoln, Ceduna and Riverland
Category	Working in our Services and Programs

Enabling social inclusion – Advance inclusion through relationships and participation and to overcome deep social isolation

Role purpose

The position of Office Support Volunteer provides administrative support to staff and volunteers in our offices to assist with the day-to-day operations of a work area or program.

Specific responsibilities will depend on the needs of the work area and can be drawn on or adapted. Volunteers are a valuable member of a small team supporting the every day work area of Red Cross, at all times maintaining client confidentiality and privacy.

Role responsibilities

Provide support

- Managing office documents including printing, photocopying, scanning, laminating and filing.
- Preparing and creating document packs (for training, events, new clients etc)
- Filling and labelling envelopes – mail outs
- Data Entry – recording statistics
- Networking with other Red Cross members, volunteers and staff
- Assisting with transport bookings and sourcing drivers as required

Provide general customer services

- Answering telephone enquiries and responding to email enquiries
- Recording and passing on messages
- Front counter enquiries
- Preparation of general correspondence

Other duties as required

Knowledge, skills and experience

- Ability to communicate effectively and empathetically with a broad range of people including older people, disabled, disadvantaged, socially isolated and culturally diverse clients
- At ease working independently or as part of a team to share the workload
- Basic administration skills and knowledge of Microsoft Office including email
- Ability to understand schedules and coordinate appointments

Check requirements

- Current SA drivers license or equivalent, may be required for some positions
- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
- DCSI checks may be required for some positions (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
