

# Volunteer role description

## Volunteer Caller

<b>Department</b>	<b>Community Programs</b>
<b>Availability</b>	<b>1 hour per week; minimum commitment 6 months for TeleCHAT</b>
<b>Location</b>	<b>Inland NSW</b>
<b>Category</b>	Volunteering in our Services and Programs

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

### Role purpose

Assisting the Social Inclusion Team to increase the connection of socially isolated people within their community. Telecross involves making a daily, morning, wellbeing telephone call; TeleCHAT is a longer social weekly call to someone who lives alone.

### Role responsibilities

- Call client / s as per roster, adhering to agreed timeframe to ascertain their wellbeing or have a friendly chat
- Report any concerns, unanswered calls, messages about service variation, health or welfare to your assigned Volunteer Liaison Officer ( VLO ) or Red Cross staff
- For Telecross, immediately you have successfully made your last call of the morning, contact your assigned Volunteer Liaison Officer ( VLO )
- For TeleCHAT, maintain brief records ( Caller Record Sheets ) and submit monthly to Red Cross staff
- Always work within the boundaries of the program
- Maintain confidentiality of information obtained during a call unless this information must be disclosed to Red Cross to assist the client
- Notify Red Cross, in advance, if you are unable to make a rostered call

### Knowledge, skills and experience

- The ability to communicate with a broad range of culturally diverse clients
- Demonstrate respect for individuals and genuine interest in working sensitively with clients
- Show empathy for the mature aged, disadvantaged and socially isolated clients
- At ease working as part of a team
- Ability to work within program guidelines and policies.
- A commitment to volunteering and the Fundamental Principles of Red Cross

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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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