

Volunteer role description

Telecross Volunteer Caller

Department	Social Support
Availability	Telecross runs 7am-9am 7 days a week Volunteers are asked to commit to at least one shift per fortnight
Location	10 Cloyne Road, Southport (Gold Coast)
Category	Working in our Services and Programs

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

Role purpose

The Telecross Volunteer Caller is responsible for making telephone calls to Red Cross participants who live alone and are at risk of falls or a sudden decline in health. The role includes calling approximately 75 clients each shift (7am-9am), recording information and advising Red Cross if clients do not respond to phone calls.

Role responsibilities

- Provide a brief and friendly call to clients as rostered
- Keep records of calls made and unanswered calls
- Respond to unanswered calls in accordance with procedures
- Ensure the confidentiality of the client is maintained at all times
- Report any issues or concerns, relating to the client or service, to Red Cross

Knowledge, skills and experience

- Ability to communicate effectively with a broad range of people by telephone with a high level of English.
- Ability to maintain clients' right to privacy, dignity and confidentiality
- Demonstrate empathy for people who are frail, aged or have a disability
- An understanding of issues relevant to the frail, aged and disabled
- Basic administration skills

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

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
