

## POSITION DESCRIPTION – VOLUNTEER TEAM LEADER

Position Title	Patient Transport Convenor	Department	Community Programs
Location	Various locations across Victoria	Direct/Indirect Reports	Volunteer Admin and Drivers
Reports to	Program Officer	Date Revised	30 January 2017

### ■ Position Level Descriptor

An individual at the Team Leader level is a front line Manager or Supervisor who has a team of people reporting to them. The team is responsible for the delivery of the Patient Transport Program. An individual at the Volunteer Team Leader level reports to a Program Officer.

### ■ Position Summary

The Patient Transport Convenor is responsible for overseeing the day to day operation of the Patient Transport service. The Convenor will assist with various operational and administrative tasks and be a frontline contact in the community ensure the service is delivered efficiently and in accordance with Red Cross Policy and Procedures.

### ■ Position Responsibilities

#### Key Responsibilities

- Organise and distribute volunteer rosters.
- Receive and assess requests for transport in accordance with the policy and operational procedures.
- Liaise with referring agencies regarding client bookings, enter client booking details into an Excel database and confirm client bookings.
- Receive and record all donations collected by Volunteer Drivers, deposit donations and forward all records to the Victorian Office.
- Prepare and send monthly reports using the provided template to the Program Officer.
- Ensure secure garaging and regular washing and maintenance of Red Cross vehicle(s).
- Provide support to new volunteers during their induction and transition into the service.
- Observe the confidentiality and privacy of clients.
- Report any issues or concerns regarding the performance of any volunteers, issues with clients or general service concerns.
- Assist the Program Officer to coordinate and chair volunteer meetings.
- Communicate any changes to policy, operational procedures and documentation to volunteers.
- Work collaboratively to support the Program Officer and other volunteers in identifying key service challenges and improvements from a local perspective.
- Be informed about other patient and community transport options in the region.

- Promote the Patient Transport Service in the local community in conjunction with the Program Officer and other volunteers.

## ■ Position Selection Criteria

### Technical Competencies

- Ability to use the Red Cross fundamental principles when performing operational tasks and dealing with situations.
- Excellent communication skills.
- Strong organisational and time management skills.
- Leadership skills and experience in working collaboratively within a team environment.
- A high level of computer literacy, including confidence using web-based email and the Microsoft Excel program.
- Ability to handle diverse situations.
- Demonstrated reliability.
- High level of customer service skills and the ability to handle client complaints efficiently.
- Ability to maintain accurate written records.

### Qualifications/Licences

- Australian Drivers Licence

### Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**

Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings

- **THINK | Organisational Understanding and Compliance | Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**

Demonstrates an understanding of the work of the domestic and international elements of the organisation | Understands and works within levels of authority and delegation | Understands and implements the policies and procedures of Red Cross | Understands the origins of the Movement and basic principles of International Humanitarian Law

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 Fundamental Principles of Red Cross:

**Humanity:** The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and ensure respect for the human being. It promotes mutual understanding, friendship, co-operation and lasting peace amongst all people.

**Impartiality:** It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

**Neutrality:** In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

**Independence:** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

**Voluntary Service:** It is a voluntary relief movement not prompted in any manner by desire for gain.

**Unity:** There can be only one Red Cross or Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

**Universality:** The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters