



the  
power of  
humanity



# Volunteer role description

## Emergency Relief Program Officer

<b>Department</b>	<b>Community Services</b>
<b>Availability</b>	<b>During business hours one day per week until June 2018</b>
<b>Location</b>	<b>East Perth or Gosnells</b>
<b>Category</b>	Working in our Services and Programs

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

### Role purpose

Assessing and responding to people's requests for assistance such as food through the Emergency Relief program and for maintaining Emergency Relief administrative and financial records.

### Role responsibilities

- Provide a welcoming, supportive and respectful Emergency Relief service for community members.
- Meet with community members who are requesting assistance through the Emergency Relief Program and conduct a needs assessment of individual circumstances
- Provide a short term, targeted supply of resources such as food to meet their needs.
- Provide basic budgeting assistance and ensure that each person is supported to establish a basic budget.
- Refer clients to other services relative to their needs.
- Maintain Emergency Relief files and financial records, and enter client data on the program portal.
- Maintain confidentiality of information obtained during an assessment

### Knowledge, skills and experience

- Comfortable in dealing with a broad range of culturally diverse clients
- Show empathy and compassion for people experiencing disadvantaged and socially isolated clients
- At ease working independently or as part of a team
- Basic admin skills and knowledge of Microsoft Office and experience entering data onto program records
- Experience in working with community members

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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
- Participate in Indigenous Cultural Competency Training

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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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