

Volunteer role description

Wellbeing Centre Relief Caretaker

Department	Wellbeing Centre
Availability	To be discussed
Location	Rockhampton
Category	Working in our Services and Programs

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

Role purpose

Rockhampton Wellbeing Centre offers support to visiting relatives of patients in the Hospital or to those accessing outpatient treatment by providing accommodation. Guests are usually from country areas and remote locations

This position provides after-hours support to guests through the coordination of reservations, building services, security, and general housekeeping of the Centre

Role responsibilities

- Provide a professional after hours reception service for the Wellbeing Centre, including telephone and face to face enquiries, general office and reception duties
- Welcome visitors and guests to the centre, including providing them with an orientation regarding the services and facilities available in the centre, and their rights and responsibilities as guests
- Assist with guests checking in and out after hours, ensuring that payment is received according to process and policies
- Manage complex problems as they arise, ensuring a customer-focused solution
- Support and respond effectively to the reasonable health and wellness needs of guests whilst on duty, including following emergency procedures should one be required for a guest
- Routinely check the security of the premises to minimise risk of theft and damage ensuring onsite protocols are followed
- Attend to tasks that ensure the facility is clean and maintained after hours including mopping up spills, running the dishwasher, preparing the laundry bags as required
- Participate in hand over procedures at the start and end of each shift
- Liaise and support other Wellbeing Centre staff and volunteers
- Relieve Accommodation convenors two nights per week and one week-end per calendar month and any others shifts as negotiated

Knowledge, skills and experience

- Ability to communicate with a culturally and linguistically diverse community, including Aboriginal and Torres Strait Islander people
- Good record management and general office administration skills with knowledge of MS

Office or similar packages

- Experience in dealing with complex issues, with an emphasis on customer-focused solutions
 - Ability to work on a range of tasks either alone and/or in a team environment. Ability to understand and respect confidentiality
 - Experience working in an office/hotel/health environment providing administrative support and reception services. Handling financial transactions would be an advantage
 - Experience in a community based or not-for-profit service is desirable
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Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
 - Working with Children's Check relevant to your state / territory location
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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
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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
