Humanitarian Settlement Program - Orientation Volunteer

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| **Department** | Migration Support Programs |
| **Availability** | On-going, minimum once a month |
| **Location** | Wollongong/Illawarra |
| **Category** | Working in our Services and Programs |
| **Building an inclusive, diverse and active humanitarian movement based on voluntary service** | |
| **Role purpose**  The Humanitarian Settlement Program consists of ten learning modules which cover essential topics for establishing a new life in Australia such as health, education and transport.  Orientation volunteers will be involved in delivering one or more of these modules in informal and welcoming small group settings. As an orientation volunteer you will play a key role in supporting the learning and development of newly arrived refugees, which will increase their ability to comfortably settle in and enjoy Australian life.  Orientation volunteers work as a team with Red Cross staff and other volunteers in a highly supportive environment, ensuring each workshop is tailored to client’s needs and individual abilities. | |
| **Role responsibilities**   * Attend and participate in the HSP Orientation training * Facilitate orientation modules on a variety of topics including Housing, Health, Transport, Money, Employment, Australian Law, Education, Family Functioning and Social support * Encourage participation, fun, skill development and ongoing attendance * Work closely with and provide guidance and support to the Guest speaker and Interpreter * Create a welcoming atmosphere * Respect and work according our Red Cross Fundamental principles * Contribute to program review and evaluation activities * Complete relevant administration processes as required | |
| **Knowledge, skills and experience**   * Understanding and empathy for the needs of migrants (in particular newly arrived migrants like refugees) * Ability to work effectively and sensitively with individuals from diverse cultural backgrounds * High level interpersonal and communication skills * Well developed facilitation skills * Willingness to work with interpreters * Good understanding of the topic/s included in the orientation module * Good organisational and time management skills * Excellent communication skills * Flexible and able to use creativity in unplanned situations * Friendly and supportive nature * Reliable and consistent * High ethical standards and trustworthiness | |
| **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 | |
| **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 | |
| **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** | |