

# Volunteer role description

## TeleYarn Volunteer Convenor

<b>Department</b>	VIC Community Programs
<b>Availability</b>	1- 2 Days a week or 4-6 hours per week
<b>Location</b>	The comfort of your own home & Red Cross Office in North Melbourne
<b>Category</b>	Working in our Services and Programs

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

### Role purpose

You will be leading a team of volunteers who make telephone calls to TeleYarn participants to keep them connected and maintain independent living and wellbeing.

### Role responsibilities

- Manage the day to day operations of the TeleYarn program in accordance with the TeleYarn program manual
- Complete client assessments and match with appropriate volunteers
- Maintain call lists and be available during rostered times for volunteer debrief
- Provide support to new volunteers during their induction and transition into the service
- Complete program monthly reports
- Observe the confidentiality and privacy of clients

### Knowledge, skills and experience

- A genuine interest in building social connections with your local community members who may be experiencing social isolation.
- Ability to communicate effectively with a broad range of people, particular by telephone
- Are mature, reliable and have confidence to work independently without direct supervision and to seek support and guidance as required.

### 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

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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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Red Cross acknowledges the Traditional Owners of this land, their ancestors and Elders, past and present.

