Humanitarian Settlement Program - Community Organiser Volunteer

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| **Department** | Migration Support Programs |
| **Availability** | Approximately one day per week, preferably for a period of 12 months or more |
| **Location** | Wollongong/Illawarra |
| **Category** | Working in Services and Programs |
| **Building an inclusive, diverse and active humanitarian movement based on voluntary service** | |
| **Role purpose**  Red Cross volunteers are a vital connection between refugees and their new communities. As part of the Humanitarian Settlement Program you will contribute to creating a friendly and inclusive environment that will help newly arrived refugees feel welcome.  The purpose of a Community Organiser Volunteer is to recruit and coordinate others to form an active volunteer team which can then support newly arrived refugee/s (client) in that community. Community organisers are closely linked with Red Cross case workers who are responsible for the client’s overall settlement and provide resources and advise to the volunteer team.  The Community Organiser will provide leadership and support to Red Cross community volunteer team who hold a variety of locally based roles that provide practical support to refugees on their settlement into Australia.  Community Organiser volunteer is key leadership role that plays an important part in the success of the Humanitarian Settlement Program. Volunteers in this busy but rewarding role are highly supported and access extensive training and development opportunities. | |
| **Role responsibilities**   * Recruit and organise a team of volunteers from within the community, as directed by Red Cross case worker and as per client needs. * Coordinate the activities of the volunteer team to ensure that the community based aspects of the client’s settlement process are implemented appropriately. * Develop rapport between clients and volunteers. * Act as the main point of contact between Red Cross caseworker and the community volunteers by reporting on client progress and reporting any incidents in relation to the client’s health, welfare or well being to the caseworker. * Act as the main point of contact between volunteers and the Red Cross Volunteer. Engagement Officer to ensure that the volunteer team has a positive volunteer experience. * Provide leadership to the volunteer team to ensure an inclusive and positive experience for all; this includes managing volunteer expectations, ensuring clear and consistent communication throughout the team, and resolving conflict as required. * Undertake initial and follow up training provided by Red Cross. | |
| **Knowledge, skills and experience**   * Understanding and empathy for the needs of refugees * Ability to work effectively and sensitively with individuals from diverse cultural backgrounds * Highly developed interpersonal and communication skills; be able to develop authentic relationships with a broad range of members in your community * Highly developed organisational skills; be able to coordinate the work of a small team to implement the client learning plan in conjunction with the Red Cross caseworker * Well developed leadership skills; be able to lead the volunteer team and (inc. resolving conflict, maintaining communication, maintaining engagement) in conjunction with the Red Cross Volunteer Engagement Officer * Basic proficiency in MS Office and using online communication platforms * Ability to work independently * Ability to maintain professional boundaries and ensure duty of care standards necessary for high service provision * Maintains high ethical standards and is trustworthy. | |
| **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, a minimum of two per year | |
| **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** | |