Humanitarian Settlement Program - Home and Community Support Volunteer

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| **Department** | Migration Support Program |
| **Availability** | Flexible, minimum 2 hours per week, ongoing |
| **Location** | Wollongong / Illawarra |
| **Category** | Working in our 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.  Home and Community Support Volunteers help refugees as they begin their lives in Australia by assisting with practical settlement needs. You will also help build new skills and confidence in refugees, so that they will be able participate in and enjoy Australian life.  This highly rewarding role consists of a range of tasks that are structured around the refugee’s individual situation. Volunteers work closely with Red Cross case workers and other volunteers in a supportive environment where training and continuous development is provided. | |
| **Role responsibilities**   * Provide physical help to set up a house – making beds, setting up kitchens etc. before refugees arrive. * Meet a family with a case worker when they arrive in Wagga Wagga to welcome them and orient them to their new home. * Provide practical support to assist with client’s orientation into their community, for example; accompanying them to shops, teaching about public transport or pointing out local amenities such as post office and schools. * Facilitate ongoing community connections by for example visiting a local farmers market or introducing the client to another family in the area. * Maintain a consistent communication as agreed with Red Cross case workers and volunteer engagement officer. * Report any incidents in relation to the client’s health, welfare or well being, to Red Cross staff. * Maintain client confidentiality unless this information must be disclosed to Red Cross to assist the client. * Notify Red Cross in advance if unable to make arranged meeting with clients. | |
| **Knowledge, skills and experience**   * Highly developed communication and interpersonal skills. * Experience in cross cultural communication. * Ability to work independently. * Ability to maintain professional boundaries and ensure duty of care standards necessary for high service provision. * Appreciates the diversity of Red Cross’ people and clients. * Maintains high ethical standards and is trustworthy. * Is resilient and able to maintain good spirits. | |
| **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** | |