

Volunteer role description

Telephone Support

Department	Community Justice – Keep in Touch Support
Availability	Minimum commitment is one day a week or fortnightly for at least 2 hours
Location	Adelaide CBD
Category	Working in our Services and Programs

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

Role purpose

The Telephone Support Volunteer is responsible for calling participants who are on court ordered home detention or have completed home detention. The participant group will include individuals over the age of 18 who are on home detention. This role is part of the Keep in Touch Support program at Red Cross.

Volunteers will initiate weekly contact by phone, to monitor participant progress post home detention. Upon contact with a participant, volunteers will be required to fill out a question form and enter details into the Red Cross database. Volunteers will be responsible for notifying the service coordinator of any emergencies or concerns relating to the person's wellbeing, in accordance with appropriate procedures.

Role responsibilities

- Contact assigned participants via phone to ascertain their current circumstances and pass on information to staff
- Maintain accurate records of all calls on Keep in Touch forms and Red Cross database
- If participant does not answer the phone call, follow the designated procedures
- Ensure courteous telephone communication with participants regarding their wellbeing, social connection and actively listen to their needs and or concerns
- Respect the privacy, rights and dignity of participants and maintain confidentiality of information obtained during a call
- Report any incidents, issues or concerns relating to the participant or service to a Red Cross staff member
- Notify Red Cross in advance if unable to make arranged calls to participants
- Follow the guidelines and procedures of the program at all times

Knowledge, skills and experience

- Ability to communicate effectively on the phone with a broad range of clients
- At ease working independently or as part of a team to share the workload

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- Basic admin skills using computers and knowledge of Microsoft Office including email and databases
 - Experience working in outreach support, mental health, the justice system or community services (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)
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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
 - Attend scheduled volunteer meetings, a minimum of two per year
 - Participate in Indigenous Cultural Competency Training
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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
