



the
power of
humanity



Volunteer role description

Soup Patrol Volunteer

Department	Food Security
Availability	Tuesday and Saturday night from 3.45pm - 6pm
Location	Geraldton
Category	Working in our Services and Programs

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

Role purpose

With a focus on individuals, groups and communities in vulnerable situations, volunteers deliver a free, nutritious evening meal to people who are homeless, socially disadvantaged or on very low incomes. The Team Member Volunteer position holder is required to have excellent communication skills and an understanding and empathy for people from diverse backgrounds, at all times behaving in a completely impartial and non-judgmental manner.

Role responsibilities

- Turn up and be on time for your rostered shift.
- Be able to complete a minimum of one shift per month.
- Collect soup and serve food provided to all clients.
- Ensure soup temperature is more than 60°C and recorded on the nightly questionnaire before leaving the hospital pick-up point, as well as halfway through the shift.
- Act in accordance with Australian Red Cross and Soup Patrol guidelines at all times.
- Ensure all sections of the nightly questionnaire are completed accurately.
- Clean all equipment and ensure the van, equipment and depot are all neat and tidy at the end of every shift.
- Inform the Food Security Programs Manager (or your on-site Team Leader if part of a school/corporate/community team) if you are unable to make a shift, have any queries or concerns, or if any of the equipment is faulty or the van requires maintenance.
- Act as a positive role model and be courteous, encouraging and supportive towards other volunteers.
- Show compassion and empathy toward each and every client at all times.

Knowledge, skills and experience

- The genuine desire to assist with a service for people in vulnerable situations within the community in a non-judgmental manner.
- Excellent interpersonal skills and the ability to work closely with others.

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- Understanding and respect for Aboriginal & Torres Strait Islander and other cultures.
 - Experience working in a similar or related role.
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Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
 - Valid "C" class licence
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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
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General conditions

We act always in accordance with the Australian Red Cross Ethical Framework 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
