

Volunteer role description



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

the
power of
humanity



Private Tenancy Support Volunteer

Department	Community Programs
Availability	Various
Location	Perth Metro
Category	Working in our Services and Programs

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

Role purpose

Assisting with the delivery of Telephone Support programs, volunteers support clients with a social chat or daily welfare check phone call to ensure they are safe and connected while living independently at home.

Role responsibilities

- Take clients to inspect properties
- Completing property searches and booking property inspections
- Completing property condition reports
- Transporting clients to move into new housing
- Picking up property keys
- Banking cheques and other ad hoc duties
- Be an additional support for refugee and asylum-seeking families
- Act in accordance with Australian Red Cross Fundamental Principles and values of Crisis, Care and Commitment - building an inclusive, diverse and active humanitarian movement based on voluntary service

Knowledge, skills and experience

- 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.
- Understanding and respect for other cultures is crucial.
- Experience working in a similar or related role (Real Estate industry, for example) is desirable but not essential
- Speaking an additional language is desirable but not essential.

Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
- Covid-19 vaccination (as per government mandate)

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

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
