

# Volunteer role description



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

the  
power of  
humanity



## Office Support

<b>Department</b>	<b>Social Inclusion</b>
<b>Availability</b>	<b>Minimum once a week for 4 to 7.5 hours</b>
<b>Location</b>	<b>Mount Gambier</b>
<b>Category</b>	Contributing to our operational work

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

#### Role purpose

The purpose of the Social Inclusion department is to strengthen people's capacity to participate in community life, maintain or regain independence and stay living in their own home for longer. We do this by providing Transport and Telephone support services to older people experiencing social isolation and/or are fragile and require assistance with daily living.

The office support volunteer will provide quality administrative support of the day to day operations of the Social Inclusion department team.

#### Role responsibilities

- Answer general phone and e-mail enquiries from clients and volunteers, using a professional and courteous manner and direct them to the appropriate staff member as required.
- Create, update and maintain accurate client and volunteer's information in the database(s) and other information management systems.
- General administrative duties such as filing, photocopying, scanning, mail outs
- Maintain confidentiality of information obtained during any interaction with clients and volunteers
- Consider project work and other ad hoc duties when identified
- Assist with transport scheduling desk operations
- Be directed by Manager or key staff across programs as required
- Notify Red Cross in advance if unable to make arranged shift

#### Knowledge, skills and experience

- Good customer service and listening skills, particular on the phone
- At ease working independently or as part of a team to share the workload
- Proven admin skills and/or working knowledge of Microsoft Office including email, data entry etc.
- Good attention to detail
- General Knowledge of bookkeeping (desirable)

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### Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
- Working with Children's Check relevant to your state / territory location

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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**

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