

# Volunteer role description



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

the  
power of  
humanity



## Telephone Support Caller Volunteer

<b>Department</b>	<b>Community Programs</b>
<b>Availability</b>	<b>Shifts available on Wednesday, Friday and Sunday. On call positions available, minimum requirement approx 3 hours every quarter. Shift starts at 7.30am.</b>
<b>Location</b>	<b>Adelaide CBD</b>
<b>Category</b>	Working in our Services and Programs

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

#### **Role purpose**

The purpose of Australian Red Cross Community Programs 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 aged people experiencing social isolation and/or are frail and require assistance with daily living. The Telephone Support Caller Volunteer will provide regular telephone calls to clients to ensure they feel safe and socially connected while living independently at home.

#### **Role responsibilities**

- Contact multiple clients as per daily call sheets and within agreed timeframes to ascertain their wellbeing
- Maintain accurate records of all calls on allocated electronic call sheets and /or Red Cross databases
- If client does not answer the phone call, follow the designated procedures
- Ensure a caring and courteous telephone communication with clients regarding their health and wellbeing and enhance their social connection
- Use a range of open ended questions and clues to ascertain client's wellbeing and social connection
- Active listen to the needs, concerns and interests of the client
- Recognise issues and concerns and provide clients with appropriate support and reassurance
- Respect the privacy, rights and dignity of clients and maintain confidentiality of information obtained during a call, unless this information must be disclosed to Red Cross to assist the client
- Report any incidents in relation to the client's health, welfare or well being, to Red Cross staff
- Maintain confidentiality of information obtained during a call unless this information must be disclosed to Red Cross to assist the client

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- Notify Red Cross 24 hours in advance if unable to make arranged calls to clients
  - Follow the guidelines and procedures of the program at all times
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### Knowledge, skills and experience

- Comfortable speaking on the phone with a broad range of culturally diverse clients
  - Show empathy for the mature aged, disadvantaged and socially isolated clients
  - Ability to work autonomously or as part of a team to establish priorities and set deadlines
  - Demonstrated basic administration skills using computers, including working knowledge of Microsoft Office Suites and e-mails
  - Experience working in customer service, call centres, aged care or disability services (desirable)
  - Fluent in another language other than English (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
  - Participate in an initial one on one session and 4 shifts review process with a Red Cross staff member
  - 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 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**

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**Independence**  
**Voluntary Service**  
**Unity**  
**Universality**

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