



the
power of
humanity



Volunteer role description

ACT Roadhouse Program Volunteer

Department	Community and Social Enterprise
Availability	Minimum 3 hour shift once a week / Ongoing position
Location	Canberra City
Category	Working in our Services and Programs

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

Role purpose

The Australian Red Cross Roadhouse Program provides meals to the homeless and disadvantaged as well as a meeting place to socialise with other members of the community. The service operates six days per week (closed on Fridays)

Volunteers assist to set up the dining space, prepare and serve meals and pack up at end of shift. If you're aged eighteen years or older and have a genuine desire to make a difference to the lives of the vulnerable and socially isolated this could be the role for you

Role responsibilities

- Prepare the room for service by setting up tables , chairs and the drink station
- Basic food preparation including handling sharp knives
- Serve meals to patrons
- Clean up at the end of the shift and pack away tables and chairs
- Work in a small team to complete tasks
- Report any incidents in relation to the patron's health, welfare or wellbeing to Red Cross staff
- Maintain confidentiality of information shared during a shift unless this information must be disclosed to Red Cross to assist the patron
- Maintain accurate records of number of plates served and temperature log of meals
- Notify Red Cross in advance if unable to make an allocated shift

Knowledge, skills and experience

- Show empathy for homeless and disadvantaged patrons
- Ability to communicate well in a respectful, sensitive and supportive way with a wide range of people
- Be comfortable in the company of those affected by mental illness and drug and alcohol issues
- Ability to work independently and as part of a team
- Basic food preparation and cleaning

Check requirements

- Working with Vulnerable Persons Check- ACT
- A National Criminal History Clearance prior to commencement and renewed every five years (Red Cross will arrange this)

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
