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power of
humanity



Volunteer role description

Telecross Call Centre Volunteer - Blacktown

Department	Social Inclusion
Availability	Minimum 1 hour per week / Ongoing position
Location	Red Cross office - Blacktown
Category	Working in our Services and Programs

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

Role purpose

Telecross is a program supporting isolated and elderly people by providing a daily phone call to check on their wellbeing and safety. The calls support people to live independently in their own homes, providing peace of mind and reassurance. Telecross volunteer callers assist with the delivery of the Telecross program, by providing a daily reassuring phone call to a number of clients from Red Cross premises.

Volunteers make a brief phone call to check on the wellbeing of clients who are elderly, isolated and at a risk of an accident or illness that may go unnoticed. The daily phone call to the clients ensures they are safe and connected to the community whilst they are living independently at home.

If you have a genuine desire to make a difference to the lives of older persons this could be the role for you

Role responsibilities

- To make a brief phone calls to multiple clients and to ensure their wellbeing.
- Accurately recording the call details and reporting any concerns to the Telecross Call Centre supervisor.
- Ensure a caring and courteous telephone communication with clients regarding their health and wellbeing.
- Report any incidents in relation to the client's health, welfare, wellbeing or routine changes, to the Telecross Call Centre Supervisor on shift.
- Maintain confidentiality of information obtained during a call unless this information must be disclosed to Red Cross to assist the client
- Where possible, notify Red Cross in advance if unable to make scheduled call centre shift.
- Model responsible and appropriate behaviour with the participant/s.

Knowledge, skills and experience

- Comfortable speaking on the phone with a broad range of culturally diverse clients.
- Empathy and understanding of issues effecting older people, disadvantaged and socially isolated clients

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- Basic admin skills and knowledge or willingness to undertake training.
 - Good communication and listening skills.
 - Ability to maintain client confidentiality.
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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
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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
