

Volunteer role description



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

the
power of
humanity



SA Telecross REDi Caller Volunteer - Adelaide

Department	Emergency Services
Availability	Minimum commitment is 3 hours one day a week, Monday to Saturday
Location	Flexible
Category	Working in our Services and Programs

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

Role purpose

The Red Cross Telecross REDi program assists individuals by providing Psychological First Aid to people in self-isolation or quarantine due to COVID-19, as well as to vulnerable members of the community during extreme weather.

By speaking to people over the phone volunteers are able to help to reduce the loneliness and stress of isolation. Volunteers provide links to other services to meet physical and health needs. Volunteers also report back on people's urgent needs so Red Cross can advocate to authorities to meet these basic individual needs.

The role is active when the Telecross REDi service is activated (not all year round), and is undertaken under the responsibility and guidance of the government of South Australia.

Role responsibilities

Understand the changing nature of the event and its impact on affected people

- Keep up to date on the nature of the disaster event and the unfolding situation in Australia and particularly in SA
- Understand the likely impact on affected people and their need for support.

Provide Psychological First Aid to affected people at their home or workplace (Listen and Link)

- Phone people, introduce yourself and explain the purpose of the call
- Ask about their needs and concerns, provide information as required, and link them to available services and resources
- Help people feel listened to and feel calm and connected
- Communicate in a caring, sensitive and courteous manner, ensuring appropriate personal boundaries are maintained and respected
- Identify and report on any emerging trends or issues including the issues and concerns they raise

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- Accurately report and document any concerns, issues, incidents to Team Leader / Outreach Coordinator

Work in a team

- Work under guidance of Team Leader and seek their support as required
- Participate in team briefings and debriefings, providing updates as required
- Work cooperatively at all times and actively contribute towards team effectiveness
- Practice self-care and encourage self-care of others

Knowledge, skills and experience

To carry out this role effectively you will be able to listen and communicate effectively with clients in a caring and courteous way regarding their health, wellbeing and social connection. You will use talking points provided by Red Cross to ascertain client wellbeing but be able to adapt to each individual conversation.

You will be non-judgmental and know how to recognise issues and concerns in order to provide clients with appropriate support and reassurance. You will know how to finish a call and move through a call-sheet without rushing.

You will be comfortable using computers and be able to quickly learn to use the web-based system designated for the service. You will maintain accurate records of all calls and follow organisational procedures.

Key skills and requirements

- Computer literate, admin skills and knowledge of Microsoft Office including email.
- Ability to learn new web-based-systems quickly.
- Access to a computer, phone and broadband internet access. Assistance with obtaining and maintaining computers and your internet connection is unfortunately not possible
- Sensitivity to people's reactions to trauma and stress, and ability to work under stressful conditions and stay calm
- Excellent phone manner. Comfortable speaking on the phone with a broad range of culturally diverse clients
- Adaptable to changing circumstances and requirements.
- At ease working independently or as part of a team to share the workload

Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
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Learning and development

- Complete Red Cross online learning modules as required, particularly Psychological First Aid
- Attend Red Cross online 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
