

# Volunteer role description

## Volunteer Coordinator – Bowen Hills

<b>Department</b>	Regional Services
<b>Availability</b>	1 day per week 9am to 3:30pm
<b>Location</b>	Jeays Street Community Centre
<b>Category</b>	Contributing to our operational work

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

#### Role purpose

Jeays Street Community Centre exists to build social connectedness among the local community by providing a safe and open space where community members can access formal and informal community-based support, be involved in community-led initiatives and develop meaningful social networks. The volunteer coordinator will be responsible for assisting the Community Engagement Officer in the recruitment of new volunteers for the centre, submitting volunteer advertisements, conducting interviews and reference checks for potential volunteers and coordinating volunteer inductions, team meetings and social events at the centre. General administration assistance and the provision of client support may also be required from time-to-time.

#### Role responsibilities

- Follow and implement organisational policies and contractual requirements relevant to Australian Red Cross volunteer recruitment
- Communicate with people from diverse backgrounds, including face-to-face communication, inward and outward mail and telephone calls
- Organise and coordinate volunteers, including volunteer working hours
- Organise and coordinate team meetings, social events and volunteer inductions
- Complete general administration tasks, for example data entry, file management and updating of records
- Other duties as required, such as client support and contribution to centre events
- Conduct all duties in an ethical manner as required by the position description and supervisor

#### Knowledge, skills and experience

- Experience in working with volunteers
- Ability to follow and implement organisational policies and contractual requirements relevant to Australian Red Cross volunteer recruitment
- Highly developed communication and interpersonal skills, including with people from a diverse range of backgrounds
- Highly developed organisational and time management skills
- Strong written communication skills
- Good records management and general office administration
- Proficiency in MS Office or similar software and experience using databases
- Effective team player

#### Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross

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

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