

Volunteer role description



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



VIC Emergency Services – Team Member (Volunteer)

Department	Victoria Emergency Services
Availability	Proactive – planned commitment of at least 20 hours per year Response – first responders
Location	Victoria – Multiple
Category	Working in our Services and Programs

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

Role purpose

Red Cross Emergency Service Team Members help individuals and communities before, during and after emergencies. You have two styles of volunteering to choose from: Response or Proactive (or both!). [Watch this video](#) for an explanation.

Proactive volunteers prepare communities, groups and individuals before emergencies occur, as well as support ongoing disaster recovery. They can also nominate themselves to be involved in training other volunteers.

Response volunteers are first responders and are rostered to be on-call if an emergency response is required. Some of their role responsibilities include providing Psychological First Aid (PFA), Field Registration and the provision Food and Water at relief centres, trauma events and Non-Major Emergencies such as house fires.

All Team Members are trained to provide basic psychological support to people affected by emergencies.

While mostly working in your own local community, Emergency Service Team Members may also work with communities throughout Victoria and interstate. Team members are also able to apply for other roles with the purpose of leading people as part of a Divisional Leadership Team, training people, or participating in State-wide projects and initiatives such as: an Aboriginal and Torres Strait Islander Team, GLBTQIA Team, or the Young Leaders Team.

Role responsibilities

- Deliver Red Cross services before, during and after emergencies – we are help the people.
- Uphold and promote Red Cross humanitarian values, Fundamental Principles.
- Contribute to building and maintaining a strong and collaborative environment in your Division.
- Response Volunteers are rostered to attend emergency activations on call, and outside these times as practicable.
- Proactive Volunteers actively pursue opportunities to plan and deliver activities and services.
- Understand and work within the operations requirements during operational activities.
- Work collaboratively with other agencies and community members in activities and exercises.
- Promote and contribute to a safe working environment in line with work health and safety principles and policies.
- Maintain your personal information, qualifications, compliance checks, and rostering on the Rostering Events Deployment System (REDS).

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- Support your Divisional Leaders, Red Cross people and partner agencies to reach our common and legislated goals: helping people before, during and after emergencies.
 - Administration skills including basic IT skills.
 - ***Note: some of our services require some light lifting, standing and/or walking, however these services are not compulsory***
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Knowledge, skills and experience

- Strong communication and interpersonal skills.
 - Ability to communicate and work with people from diverse communities.
 - Personal experience in managing stressful, emotional, and adverse situations.
 - Ability to work effectively as part of a team.
 - Understanding of, and respect for privacy, confidentiality, and appropriate boundaries
 - Demonstrated ability to be flexible, adaptable, and collaborative.
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Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
 - Working with Children's Check relevant to your state / territory location
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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
