

Volunteer role description



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

the
power of
humanity



Humanitarian Settlement Program – Volunteer Front Desk Officer

Department	Migration Support Programs
Availability	Four hours per week; 9am – 1pm or 1pm – 5pm on a weekly roster
Location	Wollongong, NSW, 2500
Category	Working in Services and Programs Contributing to our Operational Work

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

Role purpose

The position supports the work of the regional Red Cross Office and its programs, including the Humanitarian Settlement Program.

The Front desk officer role assists reception and responds to members of the community who drop into the office or call, client enquiries and liaise with stakeholders in the community. They will triage the type of assistance required and refer to the appropriate person or organisation.

Role responsibilities

Client and Staff Support

- Efficient management of client enquiries, including the use of translating and interpreting services over the phone
- Provide general administrative support including data collection and entry, photocopying, scanning, word processing, basic research and making appointments
- Working collaboratively with Red Cross staff, volunteers and stakeholders
- Monitor and support client use of Red Cross resources, including computer use
- Liaising with Red Cross program stakeholders

Information Management

- Answering telephone enquiries and responding to email enquiries
- Recording and passing on messages
- Complete data entry into multiple information systems accurately and in a timely manner
- Ensure complete confidentiality of all information discussed or recorded

Knowledge, skills and experience

- Ability to work effectively and sensitively with individuals from diverse cultural backgrounds
- Comfortable speaking face to face or over the phone with people from refugee backgrounds with little to no English knowledge
- Ability to understand schedules and coordinate appointments
- Proficiency in MS Office suite of products and using online communication platforms
- Ability to work independently and as part of a team

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- Ability to maintain professional boundaries and ensure duty of care standards necessary for high service provision
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Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
 - NSW Working with Children's Check
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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
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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
