

Volunteer role description



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

the
power of
humanity



Restoring Family Links (RFL) Volunteer

Department	Migration Support Programs Restoring Family Links (RFL)
Availability	Minimum 1 day per week - Monday-Friday 4 hour shift
Location	Milton, Brisbane
Category	Working in our Services and Programs

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

Role purpose

The Restoring Family Links (RFL) Service in Australia is part of the International Red Cross Red Crescent global tracing network, which aims to help people find family and re-establish contact between separated and long lost family members and clarify the fate of the missing.

A Restoring Family Links volunteer will assist the work of the Restoring Family Links program at the Australian Red Cross through the intake and assessment of new referrals through the hotline service, administration support, service promotion and community engagement.

Role responsibilities

Hotline (Intake and Referral Service)

- Answer incoming calls to the RFL Hotline from prospective and or current clients
- Provide appropriate intake, support or referral where necessary
- Conduct initial interview with prospective clients
- Maintain accurate records of calls on allocated call log and Red Cross databases
- Report any incidents in relation to the client's wellbeing to Red Cross staff
- Provide in-office support to RFL Field Officers where needed.
- Other casework, research or administration tasks as required

Other support

- Accompany Field Officers on visits to last known addresses of sought persons, and to deliver family news to clients
- Provide administration support to the team such as data entry, entering activities and results into the RFL database, photocopying and mail outs.
- Prepare search letters for forwarding to potential sought persons and community contacts
- Identify and develop new opportunities for ongoing communication with ethno-specific groups with whom RFL has an establish record of assistance
- Promote the RFL service with local community groups and settlement services through presentations, attendance at meetings and ongoing communication on the work of RFL.

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- Prepare up-to-date briefing materials for field officers.
 - Assist the RFL team to coordinate program presentations (and provision of promotional materials) with existing stakeholders
 - Maintain a record of service promotion presentations and mail outs
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Knowledge, skills and experience

- An understanding of the needs of the client group, including the impact of trauma, detention, uncertainty of residential status and experiences of conflict, war and displacement
 - Excellent communication skills and an ability to deal with enquiries in a courteous, confident and welcoming manner
 - Comfortable working with interpreters and a broad range of culturally and linguistically diverse clients (training available).
 - Comfortable collaborating and communicating with a diverse range of external stakeholders such as community groups and refugee agencies
 - Interest and or knowledge in Restoring Family Links and other Humanitarian issues
 - Ability to commit to at least one day a week in an ongoing manner
 - Experience using Microsoft Office including Outlook, Word and Excel
 - Strong administrative and computer skills
 - Experience in working with organisational databases
 - Ability to work independently, with limited supervision
 - Qualifications and/or experience in Social and Humanitarian work, Community Services, or administration will be highly regarded.
 - Attention to detail and able to think creatively under pressure
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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
