

Volunteer role description



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

the
power of
humanity



Mobilisation Hub Project Volunteer

Department	Mobilisation Hub
Availability	4 hours per week
Location	110 Goderich Street, East Perth
Category	Working in our Services and Programs

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

Role purpose

This role will involve supporting the Mobilisation Hub team with a new project focussed on volunteer engagement and retention.

Role responsibilities

- Contacting new and existing volunteers on the phone
- Gathering information through questionnaires
- Handling sensitive information and maintaining confidentiality
- Documenting accurate records of calls to volunteers on MS Excel

Knowledge, skills and experience

- Strong interpersonal and communication skills
- Comfortable interacting telephonically with a broad range of culturally diverse volunteers
- Ability to work independently or as part of a team
- Discreet in handling confidential information
- Basic admin skills and knowledge of Microsoft Office including email

Check requirements

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

Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross 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
