

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 – Community Hub Volunteer

Department	Migration Support Programs
Availability	Four hours per week; 10am – 2pm on a weekly roster
Location	Wollongong, NSW, 2500
Category	Working in Services and Programs

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

Role purpose

The position of Hub Support Volunteer is to support the Red Cross Humanitarian Settlement Program to foster and facilitate positive connections within the community for newly arriving refugee families. Based in the Red Cross regional office, hub volunteers will assist with client drop-ins organising community based activities and contributing to the operational work of the Humanitarian Settlement Program.

Role responsibilities

- Preparing and creating document packs for training, events and new clients etc.
- Managing office documents including printing, photocopying, scanning, laminating and filing
- Working with Red Cross and the greater community to support clients to build connections in the community
- Supporting the orientation program and its outcomes through client activities
- Assist the team with sourcing and gathering material aid for clients
- Flexibility to undertake ad hoc tasks in the community to support client outcomes such as catching public transport

Knowledge, skills and experience

- Ability to work effectively and sensitively with individuals from diverse cultural backgrounds that may have little to no English knowledge
- Comfortable using translating and interpreting services
- Basic administrative skills and knowledge of Microsoft Office including email
- Ability to work independently and as part of a team
- Time-management and organisation skills a must

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

Learning and development

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- 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
