

Volunteer role description

Reception & Triage Volunteer – Migration Support Programs

Department	Migration Support Programs (MSP)
Availability	Flexible days – 1 (half or full) day per week – 6 months minimum – ongoing position
Location	Sydney (Town Hall)
Category	Working in our Services and Programs

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

Role purpose

The Reception & Triage Volunteer provides quality reception and administration support to the Emergency Relief Program and wider Migration Support Programs. This includes being the first point of contact for visitors and clients both face-to-face and via the phone and/or email, and providing a safe and calm environment in the reception area. The role will also include assisting the Emergency Relief team with client triage through initial eligibility assessments and advising those who are ineligible of alternative support agencies. Dealing with personal information, your discretion and integrity will be of utmost importance.

The position will be supported by the wider Migration Support Programs (MSP) team, reporting directly to the Migration Support Program Team Leader. Working as part of a team, you will have the ability to work flexibly, autonomously, with initiative and sound judgment.

People from culturally and linguistically diverse backgrounds are strongly encouraged to apply.

Role responsibilities

- Welcome all visitors and MSP clients
 - Triage enquiries for Emergency Relief (ER) program
 - Liaising with caseworkers on ER assessments and assisting with interview scheduling.
 - Answer phone enquiries and direct them to the appropriate staff member or taking messages
 - Respond to internal and external enquiries via email in a timely manner
 - Sorting and distributing mail
 - Use the Red Cross client CCM database to find and update client details
 - Assist the MSP team with administration support as required (e.g. filing, data entry)
 - Provide support to clients for basic tasks including form-filling and providing details of other relevant support services
 - Escalate any client issues to appropriate staff member
 - Undertake additional work and training as required
 - Participate in debriefings and meetings
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- Maintain privacy and confidentiality
 - Maintain a safe work environment and follow reporting protocols
 - Notify Red Cross in advance if unable to attend on the agreed working day
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Knowledge, skills and experience

- Understanding of the experience of people seeking asylum in Australia
 - Excellent customer service and interpersonal skills
 - Basic reception and administration skills, preferably with experience using switchboards
 - Comfortable speaking on the phone with a broad range of culturally and linguistically diverse (CALD) clients, sometimes using a phone interpreting service
 - Working proficiency in Microsoft Office applications, including Outlook & Word
 - Ability to manage and motivate self while working in a collaborative team environment
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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 (free for volunteers)
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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 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
