

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Telecross Officer (casual)	Department	Community Programs
Location	East Perth	Direct/Indirect Reports	0
Reports to	Community Programs manager	Date Revised	26/11/2020
Industrial Instrument	Choose an item.		
Job Grade	Choose an item.	Job Evaluation No:	

■ Position Summary

The primary focus of this position is to deliver the Telecross service to older adults who are frail, aged, carers or people who have a disability and are socially isolated - for both metropolitan and rural areas within Western Australia. The main activities of this position includes service delivery, volunteer coordination and customer service. This position is responsible for the delivery of the weekend, public holiday and during the Christmas/New Year week Telecross Service.

■ Position Responsibilities

Key Responsibilities

- Deliver the Telecross service for eligible clients in line with Red Cross policies and procedures.
- Effectively respond to client requests for information and assistance.
- Ensure client and volunteer records are accurate and up to date.
- Ensure that Telecross clients receive a high standard of service delivery, including:
- Making weekend and public holiday morning telephone calls to recipients not linked with volunteers and if a linked volunteer is unable to make their call on any given day.
- Ensuring the Telecross Service is provided consistently, in accordance with the agreed service frequency
- Receive, review and take action on service delivery reports/feedback from volunteers
- Ensure that Telecross records and statistics are accurately maintained:
- Comply with internal and external reporting requirements
- Forward relevant client/volunteer information onto week day Telecross Coordinator at the end of shift via email or telephone.
- Assist with organizational and contractual reports as required.
- As a member of the Community Programs team, individuals are required to follow organisational program policies and procedures, including contractual key performance indicators.
- The position holder is required to work outside of ordinary business hours (on weekends and public holidays) and to work flexible hours until job is complete.

■ Position Selection Criteria

Technical Competencies

- Experience working collaboratively with volunteers and clients
- Available to work on weekends and public holidays from 7am until 11am or until job is complete

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Template authorised by: Janice Murphy, National Recruitment Manager

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- Flexibility in work environment and ability to work as a remote team member
- Ability to handle difficult situations and make informed decisions
- Excellent oral and written communication skills
- Ability to be self-directed with high organisational skills, prioritising work load and completing work within set time frames
- Ability to communicate effectively with a diverse range of people, including clients, volunteers, Red Cross staff, health professionals and police.
- High computer skills in database, word processing and excel
- High level of customer service and listening skills
- Ability to work with people with diverse backgrounds who are older adults, carers or people who have a disability and who are living alone

- **Qualifications/Licenses**

- Relevant work experience in Community Services
- National Police Clearance
- “C” class driving license
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Behavioural Capabilities

(Please select 3-5 of the following capabilities)

- **Personal effectiveness | Solving problems** | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.
- **Team effectiveness | Collaborating** | Demonstrated capability to work with others to reach common goals, sharing information, supporting and building positive and constructive relationships.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.
- **Organisational effectiveness | Valuing voluntary service** | Demonstrated understanding of the benefits of voluntary service and recognises the contribution of volunteers to clients, communities and the organisation.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system

- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.