



the
power of
humanity



Volunteer role description

Administration Support /Volunteer Co-ordinator

Department	Regional Services
Availability	To be discussed
Location	Townsville, Queensland
Category	Contributing to our operational work

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

Role purpose

The Administration Support /Volunteer Coordinator, guided by the Service Lead will support with general administration duties as required, along with volunteer recruitment by submitting volunteer advertisements, conducting interviews for potential volunteers and coordinating volunteer inductions, team meetings and social events at the Regional Office.

Role Responsibilities

- Communicate with people from diverse backgrounds, including face-to-face communication , inward and outward mail and telephone calls
- Conduct Telephone and face-to-face volunteer applicant interviews where required
- Under the direction of the Service Lead, conduct Volunteer inductions when required
- Assist in maintaining accurate records with in the volunteer data management system
- Maintain and assist with compliance procedures
- Other administration tasks as required

Knowledge, skills and experience

- Experience in working with volunteers
- Ability to follow and implement organisational policies relevant to Australian Red Cross volunteer recruitment
- Good communication and interpersonal skills, including with people from a diverse range of backgrounds
- Proficiency in MS Office or similar software and experience using databases
- Effective team player

Check requirements

- A National Criminal History Check prior to commencement and renewed every three 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
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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
