

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Telecross Officer (Part-time – Weekends & Public Holidays)	Department	Community Care Services
Location	HQ, Goderich Street East Perth WA	Direct/Indirect Reports	Nil
Reports to	Telecross Team Leader	Date Revised	September 2014

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

■ Position Summary

The primary focus of this position is to deliver the Telecross service to people 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 include 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.
- To 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
- To 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.
- As a member of the Community Care team, the incumbent is required to follow organisational program policies and procedures, including funding authority contractual agreements.
- 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 client base
- Available to work on weekends and public holidays from 7am until 11am or until job is complete

- 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.
- Intermediate computer skills in database, word processing and spreadsheets
- High level of customer service and listening skills
- Ability to work with people with diverse backgrounds who are frail aged, carers or people who have a disability who are living alone plus a demonstrated empathy toward this client group is desirable

Qualifications/Licenses

- Relevant work experience in Community Services
- National Police Clearance
- "C" class driving license

Behavioural Capabilities

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**
Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct
- **THINK | Investigate, Analyse and Make Decisions | Seeks information and analyses evidence and data to make decisions**
Asks the right questions to get information | Checks data for relevancy, accuracy and completeness | Gathers data to diagnose a problem | Makes evidence-based decisions
Clarifies individual work expectations and objectives | Understands the relationship between various work activities | Understands basic project management methodology | Effectively plans, implements and monitors own work plan | effectively manages own time
- **LEAD | Manage Performance | Sets clear goals and expectations and is accountable for outcomes and behaviour**
Demonstrates a clear understanding of own role and the performance standards expected | Sets high personal standards | Sets clearly defined objectives for own role
- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**
Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support
- **COLLABORATE | Share Information and Communicate Effectively | Shares information consistently and transparently**
Proactively shares information and ideas | Actively listens to aid understanding | Ensure others have a chance to offer a point of view | Asks questions to clarify situation | Encourages others' point of view

■ 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 Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- 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