



the
power of
humanity



Volunteer role description

Telecross Volunteer Caller – East Perth

Department	Community Care Services
Operating Times	7.30am – 10.30am Every day of the year
Location	Red Cross Office, Goderich St, East Perth or remotely
Category	Working in Services and Programs

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

Role purpose

To assist with a telephone support program, volunteers make daily phone calls to clients to provide reassurance to know that the client is safe and connected while living independently at home. Suit individual or corporate teams.

Role responsibilities

- Contact clients via telephone as per rostered call sheets, within agreed time frames, to ascertain their wellbeing and improve independence
- Report any incidents, unanswered calls or messages from clients in relation to the client's health, welfare or well-being, to the nominated Telecross staff member in a timely manner
- Conduct all communication with clients in a caring and courteous manner
- Maintain confidentiality of information obtained during a call unless this information must be disclosed to Red Cross to assist the client
- Commit to at least one (1) scheduled weekly shift for a minimum of three (3) months duration, and give notice to your manager in advance if unable to attend a shift

Knowledge, skills and experience

- Comfortable speaking on the phone with a broad range of culturally diverse clients
- Show empathy for mature aged, disadvantaged and socially isolated clients
- At ease working both independently and as part of a team

Template: Volunteer Role Description

Authorised by: Manager, Carers and Services for Older Adults

Date: April 2019

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- Able to work within set program boundaries
 - Some experience working in customer service, call centres or aged care preferred but not essential

Check requirements

- Obtain a National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)

Learning and development

- Complete the nominated Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required

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
