



the  
power of  
humanity



# Volunteer role description

## Volunteer TeleYarn Caller

<b>Department</b>	<b>VIC Community Programs</b>
<b>Availability</b>	<b>1-2 hours per week (days vary)</b>
<b>Location</b>	<b>Home based</b>
<b>Category</b>	Working in our Services and Programs

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

#### **Role purpose**

You will be making friendly telephone calls to participants who use the Red Cross TeleYARN program to increase greater social connections. These calls support people in your community to stay connected and maintain independent living and wellbeing.

#### **Role responsibilities**

- Be available once a week to make phone calls from the comfort of your home.
- Contact participant/s, and respond to unanswered calls in accordance with Red Cross procedures.
- Engage positively with isolated community members, bringing them reassurance and a friendly conversation to build their social connectedness

#### **Knowledge, skills and experience**

- A genuine interest in building social connections with your local community members who may be experiencing social isolation.
- A genuine interest in working sensitively with people who may have complex needs.
- Are mature, reliable and have confidence to work independently without direct supervision and to seek support and guidance as required.

#### **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

#### **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**

---