

Volunteer role description



Red Cross acknowledges
the Traditional Owners
of this land, their ancestors
and Elders, past and present.

the
power of
humanity



SA Volunteer Telephone Support Caller- Port Augusta

Department	Social Inclusion
Availability	Minimum commitment is one shift a week or fortnightly for at least 2 hours
Location	Port Augusta
Category	Working in our Services and Programs

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

Role purpose

Telephone Support callers make regular telephone calls to ensure clients feel safe and socially connected while living independently at home.

Role responsibilities

- Contact multiple clients as per daily call sheets and within agreed timeframes to ascertain their wellbeing
- Ensure a caring and courteous telephone communication with clients regarding their health and wellbeing and enhance their social connection
- Report any incidents in relation to the client's health, welfare or well being, to Red Cross staff
- Maintain confidentiality of information obtained during a call unless this information must be disclosed to Red Cross to assist the client
- Respect the privacy, rights and dignity of clients and maintain confidentiality with respect to information obtained during a call
- Maintain accurate records of calls to clients on allocated call sheets and/or Red Cross databases
- Notify Red Cross in advance if unable to make arranged calls to clients

Knowledge, skills and experience

- Comfortable speaking on the phone with a broad range of culturally diverse clients
- Show empathy for the mature aged, disadvantaged and socially isolated clients
- At ease working independently or as part of a team to share the workload
- Basic admin skills and knowledge of Microsoft Office including email
- Experience working in customer service, call centres, aged care or clients with disabilities

Learning and development

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

Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
- Working with Children's Check relevant to your state/territory location (Red Cross will arrange this)

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
