



the
power of
humanity



Volunteer role description

Volunteer Patient Transport Convenor

Department	VIC Community Programs
Availability	Weekdays, up to 3 hours per day
Location	Victoria – Home/office based
Category	Working in our Services and Programs

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

Role purpose

The Patient Transport Convenor is responsible for overseeing the day to day operations of the Patient Transport service. The Convenor will assist with various operational and administrative tasks and be a frontline contact in the community and to ensure the service is delivered efficiently and in accordance with Red Cross Policy and Procedures.

Role responsibilities

- Organise and distribute volunteer rosters.
- Receive and assess requests for transport in accordance with the policy and operational procedures.
- Liaise with referring agencies regarding client bookings, enter client booking details into an Excel database and confirm client bookings.
- Receive and record all donations collected by Volunteer Drivers, deposit donations and forward all records to the Victorian Office.
- Prepare and send monthly reports using the provided template to the Program Officer.
- Ensure secure garaging and regular washing and maintenance of Red Cross vehicle(s).
- Provide support to new volunteers during their induction and transition into the service.
- Observe the confidentiality and privacy of clients.
- Report any issues or concerns regarding the performance of any volunteers, issues with clients or general service concerns.
- Assist the Program Officer to coordinate and chair volunteer meetings.
- Communicate any changes to policy, operational procedures and documentation to volunteers.
- Work collaboratively to support the Program Officer and other volunteers in identifying key service challenges and improvements from a local perspective.
- Promote the Patient Transport Service in the local community in conjunction with the Program Officer and other volunteers.

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- 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
 - Maintain accurate records of calls to clients on allocated call sheets and/or Red Cross databases
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Knowledge, skills and experience

- Ability to use the Red Cross fundamental principles when performing operational tasks and dealing with situations.
 - Excellent communication skills, organisational and time management skills.
 - Leadership skills and experience in working collaboratively within a team environment.
 - A high level of computer literacy, including confidence using web-based email and the Microsoft Excel program.
 - Demonstrated reliability.
 - High level of customer service skills and the ability to handle client complaints efficiently.
 - Ability to maintain accurate written records.
 - Comfortable speaking on the phone with a broad range of culturally diverse clients
 - Show empathy for the mature aged, disadvantaged and socially isolated clients
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Check requirements

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