



the
power of
humanity



Volunteer role description

Volunteer Telephone Caller TeleCHAT

Department	Social Inclusion
Availability	Flexible from 20 minutes per week
Location	Clarence Valley to Northern Rivers
Category	Working in our Services and Programs

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

Role purpose

Assisting with the delivery of Telephone Support programs, volunteers support participants with a social chat to ensure they are socially connected while living independently at home.

Role responsibilities

- Call participants within agreed timeframes for a social chat
- Ensure a caring and courteous telephone communication with participants to enhance their social connection
- Report any concerns in relation to the participant's health, welfare or wellbeing to Red Cross
- Maintain confidentiality of information obtained during a call unless this information must be disclosed to Red Cross staff to assist the participant
- Maintain accurate records of calls
- Follow program protocols as provided during training
- Notify Red Cross in advance if unable to make arranged calls to participants

Knowledge, skills and experience

- Comfortable speaking on the phone with a broad range of culturally diverse participants
Show empathy for the mature aged, disadvantaged and socially isolated clients
- At ease working independently
- Good communication and listening skills

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
