

# Volunteer role description



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

the  
power of  
humanity



## COVID-19 Telephone outreach volunteer

<b>Department</b>	<b>Emergency Services</b>
<b>Availability</b>	<b>Minimum four shifts during COVID-19 humanitarian response</b>
<b>Location</b>	<b>Tasmania</b>
<b>Category</b>	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 psychosocial support to Tasmanians affected by COVID-19 via daily telephone welfare checks.

#### **Role responsibilities**

- Contact multiple clients within agreed timeframes to ascertain their wellbeing
- Ensure a caring and courteous telephone communication with clients regarding their health and wellbeing and enhancing their social connection
- Report any incidents in relation to the client's health, welfare or well being, to your team leader
- 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 Red Cross call system (training will be provided)
- 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 people in self-isolation
- At ease working independently as well as working effectively as part of a team to share the workload
- Ability to take direction
- Ability to work within operational policies & procedures and maintain confidentiality
- Flexibility in coping with the changing circumstances of an emergency
- Confidence and ability to use web and computer applications including mobile phones, email and MS Office applications
- Experience working in customer service, call centres, or emergency management an advantage but not essential

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### Check requirements

- A National Criminal History Check prior to commencement and renewed every five years
- A current Working with Vulnerable People Card- Child related activities check (As per state requirement).

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### Learning and development

- Complete Red Cross online learning modules as required
- Attend training via webinar, Zoom or other online applications

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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**

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