



the
power of
humanity



Volunteer role description

Employment Ready Bilingual Support Volunteer

Department	Migration Support Programs
Availability	Thursday 1.30pm – 3pm
Location	Adelaide CBD
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 the In Work Australia, an employment pathway program, this volunteer role will support clients from a culturally and linguistically diverse background who have low English and are currently facing barriers towards employment through facilitating a job café. This role will support clients to develop a resume, cover letter and apply for jobs online providing opportunities for clients who have been made vulnerable as a result of migration to move from a life of destitution to independence and fulfilment.

Role responsibilities

- Assist in the development and implementation of a drop in job café' where clients can receive support to develop their resumes and submit job applications.
- Work in a team environment to support clients to increase their job opportunities.
- Provide one on one support to clients who need additional support in finding employment.
- 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.
- Notify Red Cross in advance if unable to attend any classes scheduled.

Knowledge, skills and experience

- Experience in developing a resume, cover letter and applying for jobs online.
- Ability to speak a second language - Arabic or Farsi.
- Knowledge of some of the barriers currently facing asylum seekers, refugees and other migrants and how this impacts on their ability to find employment.
- Show empathy for 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.

Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this).
- South Australian Working with Children's Clearance.

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
