



the
power of
humanity



Volunteer role description

Visiting Volunteer

Department	Social Support
Availability	Visiting: once per fortnight
Location	Visiting: in clients home - Gold Coast, West Moreton and Logan areas.
Category	Working in our Services and Programs

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

Role purpose

Australian Red Cross helps strengthen communities by connecting local people through a range of social support services which reduces social isolation.

Roles responsibilities

- Visiting:

- Bridges Program- visiting clients in their own home or taking clients on an outing with prior approval
- Volunteers are matched with a client who is experiencing social isolation and will benefit from a regular visit
- **Areas: Gold Coast, West Moreton and Logan. Mon - Sun 9am - 5pm**
- Keep records of visits that are conducted.
- Respond to visits in accordance with procedures
- Ensure the confidentiality of the client is maintained at all times
- Report any issues or concerns, relating to the client or service, to Red Cross Administration
- Keep records for reporting

Knowledge, skills and experience

- **Home outings require a valid Driver's License**
- Ability to communicate effectively to a broad range of people by home visit.
- Ability to maintain clients' right to privacy, dignity and confidentiality
- Demonstrate empathy for people who are frail, aged or have a disability
- An understanding of issues relevant to the frail, aged and disabled

Check requirements

A National Criminal History Check prior to commencement and renewed every five years (Red Cross to arrange)

Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross 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