

Volunteer role description



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

the
power of
humanity



Police Call Outs Volunteer

Department	Community Justice Program
Availability	Flexible Ongoing position
Location	Metro Adelaide
Category	Working in our Services and Programs

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

Role purpose

The Police Call Outs program provides suitably trained volunteers to be present with a young person (defined as aged 10 to 17 years) whilst they are held in police custody (e.g. when being interviewed by South Australian Police in the instance where a parent or guardian is unavailable). The volunteer is an objective observer of the interview process and seeks to ensure due process is followed.

- The program provides support for young people who are:
- Under the age of 18 years;
- Do not have a family member or appropriate adult support; or
- Do not have a Youth Justice Representative or appropriate Case Manager available to attend.
- Under the Guardianship of the Minister

Role responsibilities

- Commit to a roster to provide support and assistance to young people between the ages of 10 and 17 years who are apprehended by police;
- Make sure the young person understands your role as a volunteer and why you are there to support them;
- Be prepared to respond to Police Call Outs at a local police station within 90 minutes;
- Provide information and as applicable, refer young people to appropriate support services using procedures developed by the program;
- Provide the young person with information about what processes may be followed whilst they are being questioned and assist them to understand their rights and responsibilities in the process;
- Assist with communication between the police and the young person and clarify any ambiguities;
- Encourage the interview process to respect the rights of the young person;
- Inform the Project Officer in a timely manner of any issues;
- Complete the Police Call Outs Attendance and Feedback Form promptly and accurately and return to the Project Officer;
- Attend training sessions and induction as required;
- Participate in the ongoing improvement of the program.

Knowledge, skills and experience

- Highly developed communication and organisation skills;
- Understanding of issues affecting young people from a diverse range of backgrounds and environments;
- Effective interpersonal skills and ability to develop good rapport with young people;
- Ability to work within the Police Call Outs program guidelines and adhere to all policies and principles of Red Cross;
- Willingness to attend rostered police stations;
- Demonstrated ability to respond appropriately to difficult situations;
- Commitment to volunteer a minimum of three shifts per month for a minimum of six months;
- Understanding of and commitment to social justice principles;
- An understanding of the youth justice sector (desirable);
- Knowledge of local youth support services (desirable).

Check requirements

- Current Australian Driver's License
- A National Criminal History Check and SA Working with Children's Check prior to commencement
- Child Safe Environments Training is required

Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
- Attend scheduled volunteer meetings, a minimum of two per year

General conditions

We always act 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