

Volunteer role description



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

the
power of
humanity



Post Release Support Mentor (Lived Experience)

Department	Community Services
Availability	6 hours per week plus out of hours availability
Location	Perth Metro and Regional
Category	Working in our Services and Programs

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

Role purpose

The Volunteer Mentor provides valuable peer support and guidance to participants, who have completed a prison based Red Cross program and now have been released from prison. The Mentor acts as a neutral and experienced advisor to the participants and assists and guides them to pursue positive lifestyles that minimise future risk of reoffending.

Role responsibilities

- Meet with the participant in the prison, approximately 2 - 4 weeks prior to release. The visit will be arranged by Red Cross and in accordance with prison procedure.
- Establish phone contact with the participant within 7 days of release and continue to regularly communicate with the participant
- Co-design with the participant, a framework for Mentor contact (when/how) in accordance with needs and to obtain the best outcome. As part of this framework, length of timeframe of contact with participant to be determined. Maximum of 6 months contact to be considered appropriate.
- Be aware of service provision linked to Alcohol and other drug, mental health and wellbeing and provide support in linking participants with these services. If the participant is located in regional or remote areas, to be willing to map potential service provision availability in these areas.
- Advocates on behalf of the participant with service providers if required
- Maintain confidentiality of information obtained during a call unless this information must be disclosed to Red Cross to assist the participant
- Maintain accurate records of calls to participant on allocated call sheets
- Notify Red Cross in advance if unable to make arranged calls to a participant.

Knowledge, skills and experience

- Lived experience of the justice system is essential
- Well-developed communication skills and people skills
- Prior knowledge of available health and social service provision is desirable

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- Comfortable speaking on the phone with a broad range of culturally diverse clients
 - Knowledge and understanding of issues affecting people released from the prison system
 - Passionate about leading positive change and ability to exhibit empathy and patience with participant
 - Ability to work independently
 - Basic admin skills and knowledge of Microsoft Office including email
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Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
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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
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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
