Volunteer role description

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

Australian Red Cross

Volunteer Friend/Visitor – Community Visitors Scheme – Northern Tasmania

Department	**Social Inclusion**
Availability	**Flexible Days** (Minimum 12 months. Average 1-2 Hours per week)
Location	**Launceston**
Category	Working in our Services and Programs

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

Role purpose

In this role you will help an elderly person overcome loneliness and improve their wellbeing through making social visits to their home on a regular basis.

Role responsibilities

- Visit the participant at least once per fortnight
- Undertake activities that are appropriate to the participant. This this may include listening to music together, playing cards or board games, reminiscing or simply having a chat
- Report any incidents in relation to the participant's health, welfare or wellbeing, to Red Cross staff
- Maintain confidentiality of information obtained during a visit unless this information must be disclosed to Red Cross to assist the participant
- Maintain accurate records of visits to participant on allocated visit record sheets
- Notify Red Cross in advance if unable to make arranged visit to the participant

Knowledge, skills, and experience

- Have a genuine interest in making a difference to the lives of elderly people from a broad range of culturally diverse participants
- Show empathy for the mature aged socially isolated clients
- At ease working independently and visiting people in their own homes
- Ability to communicate clearly and effectively

Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
- COVID-19 vaccination (as required by government mandate)

- A Statutory Declaration is required for international volunteers

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 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