



the  
power of  
humanity



# Volunteer role description

## Emergency Services Team Member

<b>Department</b>	<b>Emergency Services</b>
<b>Availability</b>	<b>Flexible</b>
<b>Location</b>	<b>Various, NSW &amp; ACT</b>
<b>Category</b>	Working in our Services and Programs

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

### Role purpose

Australian Red Cross Emergency Services volunteers help individuals, organisations and communities prepare for, respond to and recover from emergencies. Working within a local emergency services team for Red Cross, volunteers will have the opportunity to work in their local community to identify needs and opportunities for engagement and assist communities before, during and after emergencies.

Within Red Cross emergency services there are also leadership opportunities, opportunities to train and educate others, join the team coordinating the emergency responses and provide specialist assistance (administrative, IT etc).

If you're aged eighteen years or older and have a genuine desire to assist vulnerable and displaced people before, during and after an emergency event, this role may be for you.

### Role responsibilities

Members of the Red Cross Emergency Services workforce are expected to:

- Commit to maintaining the skills, experience and knowledge required to fulfil nominated roles.
- Participate in meetings, training, exercises and other engagement opportunities to maintain and improve understanding of Red Cross Emergency Services.
- Attend team meetings twice per year.
- Work cooperatively and collaboratively in a team to achieve shared outcomes.
- Take direction and instruction from a supervisor within a command and control structure.
- Demonstrate effective team behaviours such as respect, flexibility, integrity, honesty, trust and support.
- Represent Red Cross Emergency Services appropriately in all dealings with affected people, peers, supervisors and partner agencies.
- Take responsibility for own performance and personal behaviour.
- Understand there may be physical requirements to be an emergency services volunteer, and agree to fulfil them as required.

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- Recognise and manage own emotional and physical wellbeing, seeking support where required.
  - Work with diverse people.
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### Knowledge, skills and experience

A member of the Red Cross Emergency Services workforce is expected to have the following skills:

#### Essential:

- Strong interpersonal listening and communication skills and ability to communicate effectively in a respectful, sensitive and supportive way with a wide range of people.
- Strong problem-solving skills and attention to detail.
- Be over 18 years of age

#### Desirable:

- Able to use an email account to read, print and reply to emails (including opening attachments).
  - Able to enter data into a computerised database through a structured form.
  - Current Drivers License.
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### Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
  - Working with Children's Check (NSW) or Working With Vulnerable People Card (ACT)
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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 schedule 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

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*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**

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