

Volunteer role description



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

the
power of
humanity



Emergency Relief Triage & Administration Volunteer - NSW

Department	Migration Support Program
Availability	1 day a week between 9am and 4:30pm (can be minimum 4 hours across multiple days between 9am and 4:30pm)
Location	Remote NSW
Category	Working in our Services and Programs

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

Role purpose

The Reception & Triage Volunteer provides quality reception and administration support to the Emergency Relief Program and wider Migration Support Programs. This includes being the first point of contact for clients both face-to-face and via the phone and/or email. The role will also include assisting the Emergency Relief team with client triage through initial eligibility assessments and advising those who are ineligible of alternative support agencies. Dealing with personal information, your discretion and integrity will be of utmost importance. The position will be supported by the wider Migration Support Programs (MSP) team, reporting directly to the Migration Support Program Team Leader. Working as part of a team, you will have the ability to work flexibly, autonomously, with initiative and sound judgment. People from culturally and linguistically diverse backgrounds are strongly encouraged to apply.

Our clients have applied for emergency relief funds. This volunteer role supports our ability to assess the applications in a timely manner.

Role responsibilities

- Conduct an initial review of client applications on our web portal (Dynamics 365) via checking:
 - o All information fields in the application are filled in - including family combination
 - o Current Visa status via conducting a VEVO check
- Searching our Client Case Management data base to check if they are a current or past client
- Looking at attachments to the application to see if any key information is missing
- Complete a 'triage' table for our Client Service Officers who will pick up the application.
- Report any concerns presented in the application to the Team leader.
- Possibility exists for other parts of the triage process to be taken up in future which could involve leaving messages for clients, searching our shared inbox for updated information and other tasks specific by the Emergency Relief Team.
- Undertake training & participate in meetings as required
- Maintain privacy and confidentiality
- Maintain a safe work environment and follow reporting protocols, including Covid safe practices
- Notify Red Cross in advance if unable to attend on the agreed working day

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- Maintaining confidentiality when handling client information.
 - Work as part of a remote team with the support of staff.
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Knowledge, skills and experience

- Access to own computer equipment, internet for application work and proficiency in a range of IT applications (Outlook, MS Teams, MS Office Suit and client information management systems)
 - Understanding of the experience of people from a migrant background (including people seeking asylum, refugees and other temporary visa holders) in Australia
 - Strong communication, written and interpersonal skills
 - Ability to effectively manage multiple tasks and deadlines, and be self-motivated while working in a remote collaborative team environment
 - People from culturally and linguistically diverse backgrounds are strongly encouraged to apply
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Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
 - Working with Children's Check relevant to your state / territory location
 - Reference Check
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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
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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
