

# Volunteer role description



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

the  
power of  
humanity



## Mobility Equipment Hire Service Volunteer - Southport

<b>Department</b>	<b>Mobility Equipment Hire Service (MEHS)</b>
<b>Availability</b>	<b>To be discussed</b>
<b>Location</b>	<b>Southport</b>
<b>Category</b>	Working in our Services and Programs

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

### Role purpose

Red Cross Queensland assists people in times of need by providing a range of low cost mobility equipment and personal care aids for short term hire, to assist people in their home environment.

The MEHS Volunteer is the first contact point for MEHS clients and is responsible for responding to enquiries, providing mobility equipment information and instructions and completing hire and return procedures.

The role will assist us in building an inclusive, diverse and active humanitarian movement based on voluntary service.

### Role responsibilities

- Assist customers to identify the most appropriate mobility aid in conjunction with their referral
- Hire mobility equipment to clients requiring short term equipment hire
- Provide customers with guidelines for the correct use of the mobility aid/s
- Communicate with clients on a one-to-one basis, respecting the clients' right to confidentiality
- Positively contribute to workplace health and safety practices including an understanding of maintenance and carrying out cleaning requirements (health permitting)
- Ensure the effective management and resolution of client and volunteer issues, grievances and complaints
- Ensure open, professional, positive, respectful and constructive style of communication in all interactions
- Complete the associated paperwork and handle money
- Participate in orientation and training sessions
- Communicate openly with the service convenor and other volunteers regarding the running of the service and any related concerns.

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### Knowledge, skills and experience

- Demonstrate high level of customer service
  - Highly developed oral, written and interpersonal communication skills
  - Demonstrate understanding of the needs of frail/older/disabled and culturally and linguistically diverse people and respect their confidentiality
  - Experience and/or ability to follow and implement organisational policies and contractual requirements relevant to the community services sector
  - Good organisational and time management skills
  - Basic proficiency in MS Office and databases and ability to perform simple bookkeeping tasks
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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

- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
  - Complete Red Cross online learning modules 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**

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