



the
power of
humanity



Volunteer role description

Humanitarian Settlement Program – Office Support Volunteer

Department	Migration Support Programs
Availability	Rotating fortnightly roster - approximately four hours per week
Location	Canberra, ACT
Category	Working in Services and Programs

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

Role purpose

The position of Office Support Volunteer provides administrative support to staff, clients and volunteers in our offices to assist with the day-to-day operations of the Humanitarian Settlement Program.

Role responsibilities

- Managing office documents including printing, photocopying, scanning, laminating and filing
- Preparing and creating document packs (for training, events and new clients etc.)
- Data Entry
- Liaising with Red Cross clients, volunteers and staff
- Liaising with Red Cross program stakeholders
- Answering telephone enquiries and responding to email enquiries
- Recording and passing on messages
- Assisting the team with gathering material aid for clients
- Front counter enquires, including greeting clients and assisting clients with basic administrative requests

Knowledge, skills and experience

- Ability to work effectively and sensitively with individuals from diverse cultural backgrounds
- Ability to understand schedules and coordinate appointments
- Proficiency in MS Office suite of products and using online communication platforms
- Ability to work independently and as part of a team
- Ability to maintain professional boundaries and ensure duty of care standards necessary for high service provision

Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
- Working with Vulnerable People Card in the ACT

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
