



Independent Wellbeing Check, Team Member Volunteer

Department	Emergency Services
Availability	Minimum four shifts per year
Location	Tasmania
Category	Contributing to our operational work

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

Role purpose

This is a key volunteer role to support the wellbeing of the Red Cross Emergency Services workforce. Independent wellbeing checks are conducted via phone to all Emergency Services personnel following their involvement in a preparedness, response, recovery activity or activation, with a focus on the wellbeing of the individual.

Red Cross recognises that working in the emergency services field can be both mentally and physically demanding and therefore, aims to minimise the personal impact on volunteers by providing this valuable follow up service. Independent Wellbeing Checks (IWC) are just one of the tools Red Cross uses to ensure the workforce feel supported in returning to their normal routines by providing psychological first aid and promoting self-care over the phone. Red Cross is committed to continual improvement therefore, IWC's may also be used to identify any operational matters of concerns which may have arisen during the activation, or used to improve existing procedures.

Role responsibilities

- Conducts role effectively and efficiently in accordance with IWC Team Member Guidelines.
- Maintain an empathetic and impartial approach to wellbeing.
- Reports immediately to the Team Leader regarding any wellbeing concerns and, where relevant, encourage referrals to specialist support such as the Employee Assistance Program.
- Completes onwards referrals, including activation of the crisis intervention protocol.
- Maintains all documentation in accordance with the IWC Guidelines.
- In consultation with the Independent Wellbeing Check Team Leader, continually identify and implement strategies to improve IWC function.
- Available to work outside standard business hours, and reasonable availability to participate in IWC activations.
- Work within Red Cross operational policies and procedures and maintains privacy and confidentiality

Knowledge, skills and experience

- Strong interpersonal and communication skills, including experience in building rapport and establishing positive and constructive relationships with people at all levels and from diverse backgrounds.
- Effective active listening skills, and the use of silence during wellbeing checks.
- Experience working with people deployed to an emergency event is desirable.
- Knowledge of the Emergency Services workforce wellbeing framework and guidelines is desirable.
- Knowledge of the Independent Wellbeing Check Team operational guidelines is desirable. Working competence in utilising Microsoft Office package and telecommunications equipment.

Check requirements

A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this).

A current Working with Vulnerable People Card- Child related activities check (As per state requirement).

Learning and development

Australian Red Cross Induction Modules

Australian Red Cross Emergency Services Basic Training

Psychological First Aid training– refresh every 3 years

General conditions

Act in a manner consistent with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct.

Red Cross is a Child Safe organisation and all members are required to comply with relevant State and Territory legislative 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

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
