

# Volunteer role description



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



## Telecross Call Centre Volunteer – Weekday - Blacktown

<b>Department</b>	<b>Social Inclusion</b>
<b>Availability</b>	<b>7am to 10am (3 hours commitment, at least once a week – Consistent days preferred)</b>
<b>Location</b>	<b>Red Cross Office - Blacktown</b>
<b>Category</b>	Working in our Services and Programs

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

### Role purpose

Telecross is a programme supporting isolated and elderly people by providing a daily phone call to check on their wellbeing and safety. The calls support people to live independently in their own homes, providing peace of mind and reassurance.

Telecross volunteer callers assist with the delivery of the Telecross program, by providing a brief daily reassuring phone call to several clients between 7am and 10am. The service is delivered through our Call Centre in Blacktown.

If you have a genuine desire to make a difference to the lives of older persons, then this could be the role for you.

### Role responsibilities:

- To make a brief phone call to multiple clients and to ensure their wellbeing
- Accurately recording the call details and reporting any concerns to the Telecross Call Centre supervisor.
- Ensure a caring and courteous telephone communication with clients regarding their health and wellbeing.
- Report any incidents in relation to the client's health, welfare, wellbeing or routine changes, to the Telecross Call Centre Supervisor on shift.
- Maintain confidentiality of information obtained during a call unless this information must be disclosed to Red Cross to assist the client.
- Where possible, notify Red Cross in advance if unable to make scheduled call centre shift.
- Model responsible and appropriate behaviour with the participant/s.

### Knowledge, skills and experience

- Good communication and listening skills
- Comfortable speaking on the phone with a broad range of culturally diverse clients

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- Show empathy and understanding of issues affecting older people, disadvantaged and socially isolated clients
  - Basic admin skills and knowledge or willingness to undertake training.
  - Basic computer skills, Microsoft office suites, emails or willingness to undertake training
  - Ability to maintain client confidentiality
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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

- 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**

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