

Volunteer role description



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

the
power of
humanity



Emergency Services Volunteer – Great Southern

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| Department | WA – Emergency and Disaster Services |
| Availability | Variable including before, during and after during emergencies and disasters. Ongoing (minimum of 1 year commitment desirable) |
| Location | Great Southern Region WA |
| Category | Working in our Services and Programs |

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

Role purpose

Australian Red Cross Emergency Services assists individuals and communities prepare for (preparedness), respond to (response), and in the aftermath of emergencies (recovery). Members of the workforce predominantly train and operate in their local area, at flexible times throughout the year. ES volunteers contribute to the delivery of core Red Cross Emergency Services including Psychological First Aid and registration and inquiry services. ES volunteers have a choice to be able to undertake this work in a number of different contexts, for example including (but not limited to) in Evacuation and Recovery Centres, through outreach and through the operation of State and National Inquiry Centres. ES volunteers can often take an active role in promoting Red Cross Emergency services, or attend team and wider Red Cross ES meetings or train and undertake community preparedness and recovery activities, if this is of interest. There may also be the opportunity to undertake additional training or assist in emergency work intra- and interstate to assist Red Cross Workforce in providing support to affected individuals and communities.

Role responsibilities

Emergency Services volunteers may choose to work in or one or more of a number of functions across the program:

Preparedness – assist people to be better prepared, better connected to each other and more resilient when emergencies happen through; Community preparedness sessions using RediPlan' Pillowcase sessions for primary school children, Youth preparedness sessions for secondary school children, Preparedness outreach

Response – provide immediate relief services involving the provision of essential needs such as shelter, information and psychosocial support to people affected by an emergency through; Psychological First Aid (PFA), Register. Find. Reunite –reconnecting family and loved ones during an emergency in evacuation centres, relief centres or at locations when affected people are gathering

Recovery – helping people affected by an emergency return to a life, not defined by the disaster, as quickly and efficiently as possible through; Contacting people via phone to check on their wellbeing and ascertain their needs (Telephone outreach), Visiting people in their homes or business to check in their wellbeing and link them to relevant services (physical outreach)

In all chosen activity ES volunteers must:

- Be available for shifts (times may vary and are flexible for some roles)
- Update contact details in a timely manner when they change and respond to annual pre-season availability audit
- Work with all Red Cross people in a respectful and supportive way
- Act to ensure that Red Cross is positively represented in the community
- Promote a proactive approach to management of WH&S issues
- Comply with all Red Cross policies including confidentiality and privacy policy

Commitments in Non- Activation

- Team meetings (minimum attendance at three per year)
- Exercises (internal and external) as required
- Attend fundamental training sessions

Knowledge, skills and experience

- Demonstrated ability to work effectively as part of a team and willing to take direction
- Ability to communicate effectively
- Ability to work with a diverse range of people
- Comfortable with adapting to varying types of environments
- The ability to work within operational policies & procedures and maintain confidentiality
- Comply with Red Cross Code of Conduct
- Able to operate under adverse working conditions and maintain a professional approach
- Demonstrate flexibility in coping with the changing impact of an emergency
- Strong problem solving skills
- Well-developed verbal and written communication skills
- Awareness of WH&S considerations
- Confidence and ability to use web and computer applications including email, MS Office

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
- WA Driver's license (desirable but not essential)
- Reference Check

Learning and development

- Complete Red Cross online learning modules as required
 - Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
 - Training: 'Fundamental Training' as above, then training refreshers every three years
 - Training: Psychological First Aid training –refresh every 3 years
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