

Volunteer role description



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

the
power of
humanity



Community Engagement Champion Volunteer- Adelaide

Department	SA Community Activation Team
Availability	Once a week: Tues-Friday (approx. 4 hours, 9am – 1pm or 1pm-5pm)
Location	212 Pirie Street, Adelaide 5000
Category	Contributing to our operational work

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

Role purpose

We are looking for enthusiastic volunteers to join our Community Activation Team to help engage our stakeholders and volunteers, to capture their experience and to support the design and implementation of our Volunteer Engagement strategy.

The role can be performed in the Pirie Street office or remotely once trained.

You will help us to:

- Initiate and maintain contact by phone with volunteers and stakeholders to engage them and communicate relevant information.
- Capture their experience and maintain records to identify trends.
- General administration work for the office

The Community Engagement Champion Volunteer works collaboratively with the team to provide support to our stakeholders, improve their experience and help them navigate the organisation. They will also support in general administrative tasks to ensure the stakeholder experience is smooth and efficient.

Role responsibilities

- Manage volunteer and stakeholder phone calls and enquiries in a timely and professional manner in order to provide information that helps and guides them through their volunteer experience.
- Engage with the Volunteer and Community Activation Team and other Red Cross staff to promote and maintain a positive and collaborative team environment, working together to provide the best outcomes for volunteers and stakeholders.
- Ensure opportunities are provided for volunteers and stakeholders to share their volunteer experiences with the Volunteer and Community Activation Team.
- Support volunteers and stakeholders to ensure that all relevant documentation for their volunteer experience is completed

- Attend mandatory training session
 - Ensure complete confidentiality of all information discussed and recorded
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Knowledge, skills and experience

- Ability to communicate effectively and confidently with a broad range of people
 - A collaborative team player
 - Excellent interpersonal skills
 - Ability to handle stress and remain calm
 - Ability to identify potential problems and use initiative to solve them
 - Excellent customer service skills
 - Good knowledge of Microsoft Office and an ability to quickly learn new programs and systems
 - Previous experience of working in community engagement and outreach is desirable but not essential
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Check requirements

- A National Criminal History Check prior to commencement and renewed every five 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
 - Participate in Indigenous Cultural Competency Training
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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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