



the
power of
humanity



Volunteer role description

Volunteer Community Support - Mooroolool Cairns QLD

Department	Community Programs
Availability	Monday to Friday – Hours from 9am to 4pm
Location	Mooroolool Community Centre – Cairns, QLD
Category	Working in our Services and Programs

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

Role purpose

Mooroolool Community Centre offer social support and inclusion programs as well as a drop-in space where community members can access resources (computers, phones etc.). External organisations also use the space for their business and to deliver programs. School children access the Centres after school and on holidays for educational support and play-based programs.

The role will be working with community members of all ages, and will support the Team to provide direct service delivery with a client focus at Mooroolool Community Centre. The position will also support the Community Connect and Development Officer to ensure that community members receive information about the most appropriate services or programs for their identified needs, taking into account their individual circumstances and the service resources available. Many of the clients accessing the centres are school aged children.

Role responsibilities

- Assist in the day-to-day operation at the Centre
- Participate in pre-brief and debrief at the beginning and end of each shift if requested
- Greet people on arrival and assist in directing them to the appropriate area of the Centre
- Answering the phone and assist in the administration of the Centre
- Maintain a clean and hygienic space and assist with maintenance of equipment used
- Assist in the promotion and preparation of Centre and community activities
- Engage with families and individuals through conversation or activities
- Support community to access service information or link with outreach workers where appropriate
- Provide feedback to Red Cross staff on Centre operations
- Pass on relevant information from, or about families/individuals at the Centre to staff respecting people's privacy and keeping confidentiality at all times.

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- Inform staff of situations that present a risk to safety and well-being of any persons inside the Centre
 - Work with community members of all ages, and support the Team to provide direct service delivery with a client focus at the Centre
 - Support the Community Connect and Development Officer to ensure that community members receive information about the most appropriate services or programs for their identified needs, taking into account their individual circumstances and the service resources available.
 - Support engagement in the community centres through the development and maintenance of effective relationships with relevant internal and external stakeholders
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Knowledge, skills and experience

- Experience working with children
 - Possess good communication and interpersonal skills to build rapport and establish positive and constructive relationships with community members, Red Cross staff and other key stakeholders
 - Ability to work both independently and as part of a team
 - Ability to support and empathise with vulnerable families, individuals, young people and people with challenging behaviours
 - Ability to observe confidentiality procedures, and maintain professional boundaries with participants of the Centre and in the community
 - Willingness to learn about issues affecting families and young people, including mental illness, homelessness, domestic violence and drug and alcohol abuse
 - Knowledge of and experience in working within Aboriginal and Torres Strait Islander communities
 - Offer culturally safe customer service for service users
 - Ability to implement requirements of Child Protection Policy and legislation
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Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
 - A Working with Children's Check relevant to your state/territory is required for this role.
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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
 - Psychological First Aid 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
