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

Australian Red Cross

Emergency Services Volunteer - Perth

Department	Emergency Services
Availability	Varied – from a couple of hours for community events and activities to 1 day for community outreach to up to 6 consecutive days during disasters
Location	METROPOLITAN WA – MAY BE OCCASIONAL NEED FOR INTRA and INTER STATE DEPLOYMENT
Category	Working in our Services and Programs

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

Role purpose

The Emergency Services team helps communities and at-risk people prepare for potential future emergency events (resilience), respond to emergency events (response), and in the aftermath of an emergency (recovery). Members of the team are trained to provide psychosocial first aid to community members and work with the Emergency Services team to undertake community development, training and outreach activities that support community resilience and recovery.

Team members can specialise in one area of interest or build a wide range of skills that can be applied across all work undertaken by the Emergency Services Team.

Subject to availability, experience, and interest, you may have the opportunity to undertake additional training or assist in emergency work interstate.

These volunteer positions can be episodic in nature. While there is an established training program, and all volunteers will be part of a small volunteer support team actual deployments will depend on the incidents that occur over the year. Volunteers are prepared to respond when needed but must remember if they are responding it means community members are facing loss and adversity.

Role responsibilities

Role responsibilities vary depending on the functions undertaken by volunteers but can include:

Resilience:

- Provision of training to adults, young people and children on individual, household, and community preparedness (Rediplan, Get Redy and Pillowcase training programs)
- Support for community development activities, workshops and outreach that support community building and decision-making.
- Provision of support and guidance to individual community members requiring support for resilience and preparedness action.

Response:

- Support the provision of immediate relief services addressing needs for disaster impacted people including shelter, information, and psychosocial support.
- Providing services within welfare and recovery centres or at locations where people are gathering during an emergency.
- Supporting people to access Register.Find.Reunite which connects family and loved ones during an emergency.

- Provide assistance in the Incident Management Team responsible for coordinate the Red Cross response to emergencies.

Recovery

- Provision of psychosocial support to community members impacted by a disaster through telephone, home, or business visitation or at community events and activities.
- Supporting Recovery Officers in community activities and events that aid community recovery.
- Identifying and reporting community trends and needs that impact on community recovery.

Knowledge, skills, and experience

A training program is provided to volunteers to support development of technical skills required to undertake the role.

However, the following personal attributes are beneficial:

- An openness to, and ability to work with and support, a wide range of people from diverse backgrounds, cultures, opinions, and perspectives.
- Strong interpersonal listening and communication skills with the ability to communicate effectively in a respectful, sensitive, and supportive way.
- Good problem-solving skills and attention to detail.
- A good drive to maintain skills and build experience and knowledge required for their preferred role.
- Ability to maintain good spirits even in adversity

The following technical skills are helpful in this role:

- Basic computer literacy including experience with Microsoft Office, MS Teams, Zoom or similar online programs and email.
- Knowledge of, or ability to develop an understanding of emergency management concepts, principals, and arrangements.

The following team capabilities will support the success of volunteers:

- Ability to work in a team and adapt to both support and leading roles if needed.
- Self-awareness and understanding of the application of individual strengths and weaknesses.
- Participate as an active team member in decision-making processes but adapt into a “command and control” structure during deployments.

Volunteers should be available outside of normal working hours during emergencies and for meetings and ongoing training.

Emergency Services volunteers work with individuals and communities who are vulnerable and at-risk. This includes regular contact with families and children. Children are particularly vulnerable during and after emergencies. As a Red Cross Emergency Services Volunteer, you are responsible for adhering to the Red Cross Child Protection Code of Conduct at all times to ensure you do not put children at further risk, and to always support their safety and wellbeing.

Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
- A WA Working with Children's Check
- WA Driver's license (desirable but not essential)

Learning and development

- A preliminary training program requiring up to 16 hours will be completed prior to deployment. A number of these training modules are online learning and self-directed, however support is provided to assist with completion.
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required

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**