

## Volunteer role description



the  
power of  
humanity



### Disability Support OfficerOffice Support

Department	Stakeholder Engagement & DevelopmentSocial Inclusion
Availability	3 hours a week   Every Monday or Tuesday (11 am – 2 pm)   Ongoing position Minimum once a week for 4 to 7.5 hours
Location	AdelaideAdelaide CBD
Category	Contributing to our operational workWorking in our Services and Programs

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

#### Role purpose

As a Disability Support Volunteer, you will be able to provide individual assistance to Red Cross people with disability by supporting them to accomplish their routine tasks, promote skill development, and encourage independence by ensuring the process is enriching for both of you. Specific tasks will depend on the needs of the work area and the abilities of the person with disability. The purpose of the Social Inclusion department is to strengthen people's capacity to participate in community life, maintain or regain independence and stay living in their own home for longer. We do this by providing Transport and Telephone Support services to older people experiencing social isolation and/or are frail and require assistance with daily living. The Office Support Volunteer will provide quality administrative support of the day-to-day operations of the Social Inclusion department team.

#### Role responsibilities

- Answer general phone and e-mail enquiries from clients and volunteers, using a professional and courteous manner and direct them to the appropriate staff member as required.
- Create, update and maintain accurate client and volunteer's information in the database(s) and other information management systems.
- General administrative duties such as filing, photocopying, scanning, mail outs
- Maintain confidentiality of information obtained during any interaction with clients or volunteers
- Consider project work and other ad hoc duties when identified

Notify Red Cross in advance if unable to make arranged shift. Motivate and provide general support to our existing staff/volunteers with disabilities in performing administrative tasks as required.

Data entry e.g. maintain & update information in the system  
Prepare and create document packs (for training, events, etc)  
Record keeping and file management

Formatted Table

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: No bullets or numbering

Formatted: Font: Segoe UI, 12 pt

Formatted: Font: Segoe UI, 12 pt

Formatted: Font: Segoe UI, 12 pt

Formatted: Indent: Left: 1.27 cm, No bullets or numbering

Formatted: Font: (Default) Segoe UI, 12 pt, Font color: Custom Color(RGB(63,156,53)), English (Australia)

Formatted: Font: (Default) Segoe UI, 12 pt

Formatted: Font: (Default) Segoe UI, 12 pt, Font color: Custom Color(RGB(63,156,53)), English (Australia)

Formatted: Font: (Default) Segoe UI, 12 pt

Formatted: Font: (Default) Segoe UI, 12 pt, Font color: Custom Color(RGB(63,156,53)), English (Australia)

Conduct internet research

### Knowledge, skills and experience

- Composed personality with strong interpersonal and social skills
- Basic administrative and computer skills
- Ability to complete tasks within set timeframes
- Reliability and flexibility to work on a range of tasks
- Willing to commit to this role for at least 6 months
- Certificate III in Individual Support (formerly Certificate III in Disability) or equivalent (desirable)
- Experience working within the disability sector (desirable)
- Good customer service and listening skills, particular on the telephone
- At ease working independently or as part of a team to share the workload
- Proven admin skills and/or working knowledge of Microsoft Office including email, data entry, etc
- Good attention to detail
- General knowledge of bookkeeping (desirable)
- Experience working in customer service, call centres, aged care or clients with disabilities (desirable)

### Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)

### Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required or self identified
- Attend scheduled volunteer meetings, a minimum of two per year
- Participate in Indigenous Cultural Competency Training

### General conditions

We act always in accordance with the Australian Red Cross Ethical Framework ~~Code of Conduct~~ 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

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: 12 pt

Formatted: Font: (Default) Segoe UI

Formatted: Font: 12 pt

---

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**

---