Volunteer role description

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

Emergency Services Volunteer

Department	**QLD Emergency Services**
Availability	**To be discussed**
Location	**Queensland**
Category	**Working in our Services and Programs**

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

Role purpose

Australian Red Cross helps communities and people prepare for possible future emergency events (preparedness), respond to emergency events (response), and recover from emergency events (recovery).

Role responsibilities

Emergency Service volunteers work in a variety of roles across the following areas:

Preparedness:

- Provide practical information to help people make informed choices about preparing for emergencies.

Response:

- *Fieldwork* – provide support in various settings (such as evacuation centres and airports); register affected people so that they can be found by family and friends; manage the day-to-day operations of an evacuation centre. In some instances, working in a cyclone shelter may be required.
- *Incident Management Team* – work as part of the Emergency Operations Centre or Field Operations team to manage Red Cross' response to an emergency event. This may include, but is not limited to, administration activities (such as data entry, office duties, booking flights and accommodation), and leadership roles (assist in the management of Red Cross' response operations).
- *Operational readiness* – perform office-based activities, to ensure that Red Cross is prepared and equipped, to assist people to prepare for response to or recover from emergency events.

Recovery:

- Provide support, handle enquiries and refer people to relevant agencies for assistance in Recovery Centres or conduct Outreach (door-knocking or telephoning) in affected communities.

General:

- Participate in local area convener meetings, training, exercises and other engagement opportunities to maintain skills, experience and knowledge and improve understanding of Red Cross Emergency Services

Please Note: Due to the demanding nature of the work, volunteers must be 18 years of age or older, and be of an *acceptable level of physical and emotional fitness*. Conditions of work are often extremely challenging. Please consider this before applying for this role.

Knowledge, skills and experience

- Highly developed communication and interpersonal skills with people from a wide range of backgrounds
- An acceptable level of physical and emotional fitness, including the ability to work long shifts in basic conditions
- Commitment to undertake necessary training courses

Check requirements

- A National Criminal History Check prior to commencement and renewed every five 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
- Attend scheduled volunteer meetings

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