



the
power of
humanity



Volunteer role description

Telecross Telechat Caller and Visiting Volunteer

Department	Social Support
Availability	Telecross operates 7am-9am 7 days a week Volunteers are asked to commit to at least one shift per week. Telechat operates Mon- Fri recommended 2 hours weekly. Visiting: once per fortnight Administration: On availability
Location	Telecross, Telechat and Administration - 10 Cloyne Road, Southport Qld Visiting: in clients home - Gold Coast, West Moreton and Logan areas.
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 strengthen communities by connecting local people through a range of social support services which reduces social isolation.

Social Support Programs

Social Support Volunteers may work in a number of roles in the following areas:

Telecross : A wellbeing telephone call to people who live alone and who are at risk of an accident or illness. Calls operate on a weekly/fortnightly roster system. Mon-Sun 7am – 9am

Telechat: Social chat to clients who are isolated for approx. 20 mins fortnight. Mon- Fri 9am to 2pm

Visiting: Bridges Program- visiting clients in their own home or taking clients on an outing for approx. 2 hours. Volunteers are matched with a client who is experiencing social isolation and will benefit from a regular visit or outings. Areas: Gold Coast, West Moreton and Logan. Mon – Sun 9am – 5pm

Administration: Volunteers are engaged to support the Red Cross Social Support team with general tasks. Mon- Fri 9am – 2.30pm

Roles responsibilities

- Provide a brief and friendly call, or visit to clients as rostered
- Keep records of answered /unanswered calls or visits that are conducted.
- Respond to unanswered calls/ visits in accordance with procedures
- Ensure the confidentiality of the client is maintained at all times
- Report any issues or concerns, relating to the client or service, to Red Cross Administration
- Keep records for reporting, complete administration tasks.

Knowledge, skills and experience

- Ability to communicate effectively to a broad range of people by telephone or home / outing visit. Home outings require a valid Driver's Licence.
- Ability to maintain clients' right to privacy, dignity and confidentiality
- Demonstrate empathy for people who are frail, aged or have a disability
- An understanding of issues relevant to the frail, aged and disabled
- Basic administration skills

Check requirements

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

Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross 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
