Volunteer role description

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

Emergency Services Volunteer – Moreton Bay and Surrounding areas

Department	**Emergency and Disaster Services**
Availability	**Minimum one full deployment of up to 6 days during an emergency, per year**
Location	**Various locations, QLD**
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

General:

- Volunteers must be 18 years of age or older
- Volunteers must be available for at least one full deployment (consisting six days) during an emergency per year
- Volunteers require the ability to be able to respond to emergency events at short notice
- 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

Preparedness:

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

Response:

- Fieldwork—provide support in various settings (such as evacuation centres and airports) including adults, families with children and young people, register affected people so they can be reconnected with 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 individual support, handle enquiries and refer people, including adults, families with children and young people, to relevant agencies for assistance in Recovery Centres or conduct Outreach (door-knocking or telephoning) in affected communities, including adults, families with children and young people

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 and ability to work under stressful conditions, and recognise and manage own limitations and stress
- A high degree of empathy when working with those experiencing trauma and stress
- Work within operational policies & procedures and maintain confidentiality.
- Basic computer skills including the knowledge to use computers, laptops, iPads, smartphones etc. and a commitment to undertake necessary training courses
- All volunteers must have an active e-mail account and must be able to use and access their email at regular intervals (including opening of attachments)

Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
- Working With Children Check required

Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
- Participate in Cultural Competency Training

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