Volunteer role description

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

Humanitarian Settlement Program – HSP Farsi/Dari Language Support

Department	Migration Support Program
Availability	3 hour shift per fortnight (flexible), ongoing
Location	Canberra, ACT
Category	Working in our Services and Programs

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

Role purpose

Red Cross volunteers are a vital connection between refugees and their new communities. As part of the Humanitarian Settlement Program you will contribute to creating a friendly and inclusive environment that will help newly arrived refugees feel welcome.

This highly rewarding role consists of a range of tasks which are responsive to the requirements of the program. Volunteers work closely with Red Cross case workers and other volunteers in a supportive environment where training and continuous development is provided.

Role responsibilities

- Assist with the office staff with specific language support.
- Provide practical support to assist with client's orientation into their community, for example; accompanying them to shops, teaching about public transport or pointing out local amenities such as post office and schools.
- Facilitate ongoing community connections by for example visiting a local farmers market or introducing the client to another family in the area.
- Maintain consistent communication as agreed with Red Cross case workers and volunteer engagement officer.
- Report any incidents in relation to the client's health, welfare or wellbeing, to Red Cross staff.
- Maintain client confidentiality unless this information must be disclosed to Red Cross to assist the client.

Knowledge, skills and experience

- Understanding and empathy for the needs of refugees during settlement
- Well-developed interpersonal and communication skills; be able to develop authentic relationships with a broad range of members in your community
- Ability to work independently and as part of a team
- Ability to maintain professional boundaries and ensure duty of care standards necessary for high service provision.
- Flexibility, creativity and a friendly supportive nature
- Appreciates the diversity of Red Cross' people and clients

- Conversational English

Check requirements

- National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this).
- Working with Vulnerable People Card

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