



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

the
power of
humanity



Volunteer role description

QLD ES TeleOutreach Volunteer

Department	QLD Emergency Services
Availability	4- 8 hour shifts, flexible days Monday to Sunday
Location	Milton
Category	Working in our Services and Programs

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

Role purpose

Red Cross Emergency Services Queensland TeleOutreach Volunteers report to the Call Centre Team leader during emergency activations, and the Team Convenor outside activations. Emergency Services TeleOutreach volunteers predominantly train and work in the Emergency Services Call Centre in Milton. There might also be the opportunity to travel intra and interstate to assist Red Cross in providing support to emergency affected individuals and communities.

Role responsibilities

- Be available for activations at our Emergency TeleOutreach Call Centre comprised of maximum 8 hour shifts, plus time for handover either side (may vary depending on the nature of the event)
- Provide assistance to communities impacted by emergencies by making and taking phone calls from community members and entering details into the data management system
- Work under the direction of Call Centre Team Leader during operational activities
- Update contact details in a timely manner when they change and respond to annual pre-season availability audit
- Work with all Red Cross people in a respectful and supportive way
- Act to ensure that Red Cross is positively represented in the community
- Promote a proactive approach to management of WH&S issues
- Comply with all Red Cross policies including confidentiality and privacy policy

Commitments in Non- Activation

- Team meetings (minimum attendance at three per year)
- Exercises (internal and external) as required
- Attend fundamental training sessions

Knowledge, skills and experience

- Demonstrated ability to work effectively as part of a team and willing to take direction
 - Ability to communicate effectively
 - Ability to work with a diverse range of people
 - Comfortable with a call centre type environment
 - The ability to work within operational policies & procedures and maintain confidentiality
 - Comply with Red Cross Code of Conduct
 - Able to operate under adverse working conditions and maintain a professional approach
 - Demonstrate flexibility in coping with the changing impact of an emergency
 - Strong problem solving skills
 - Well-developed verbal and written communication skills
 - Awareness of WH&S considerations
 - Confidence and ability to use web and computer applications including email, MS Office
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Check requirements

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

- Complete Red Cross online learning modules, as required
 - Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
 - Training: 'Fundamental training' as above, then training refreshers every three years
 - Training: Psychological First Aid
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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