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# Volunteer role description

## Project Support Volunteer

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| <b>Department</b>   | <b>Migration Support Programs (MSP)</b>                                      |
| <b>Availability</b> | <b>1 day per week (flexible) preferably for a period of 6 months or more</b> |
| <b>Location</b>     | <b>North Melbourne or Sydney CBD</b>   |
| <b>Category</b>     | <b>Working in our Services and Programs</b>                                  |

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

### Role purpose

Australian Red Cross' Migration Support Programs (MSP) works to assist migrants in transition to ensure they have their humanitarian needs met and are participating and included in Australian society. Australian Red Cross also works to directly contribute to the Red Cross Red Crescent Movement's increased impact on migration.

The Project Support Volunteer will work on projects together with the MSP Capacity Building Team that are designed to best support the local MSP teams across the country deliver appropriate, efficient and above all dignified services to people made vulnerable by migration. This could include refugees, people seeking asylum, people who have been subject to trafficking or forced marriage, and people separated by war or disaster.

### Role responsibilities

- Build your understanding and skills in working in an Agile framework with a Human Centred Design approach to projects (prior knowledge preferred but not essential)
- Attend and contribute to regular project team meetings, and engage with project tools including Microsoft Teams, Trello and Miro (prior experience not essential)
- Provide general administrative support including data collection and entry, photocopying, word processing

Key tasks could include:

- Conducting research on a range of issues, providing location-specific insight to National projects, as well as mapping common themes and trends across State/Territories
- Share project information with local MSP teams, being able to answer questions and gather feedback to continuously improve the projects
- Where appropriate, conducting interviews with clients to test prototypes and provide valuable feedback to improve them
- Support Capacity Building Team to deliver information and training sessions to both MSP and non-MSP staff

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### Knowledge, skills and experience

- Understanding of the needs of the client group, including the impact of trauma, detention, uncertainty of residential status, and experiences of conflict, war and displacement
- Proficiency in MS Office suite of products and online communication platforms including Skype
- At ease working independently or as part of a team to share the workload
- Highly developed organisational and time management skills to be able to balance a number of competing priorities
- Highly developed communication skills to engage with a variety of project stakeholders
- Experience working in Agile framework and using a Human Centred Design approach preferable

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### Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
- Working with Children's Check relevant to your state / territory location

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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

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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**

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