

Volunteer role description



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

the
power of
humanity



Administration Support Volunteer- Wellbeing Centre

Department	Community Services
Availability	Monday or Tuesday- 1pm-4:30pm, or Thursday - 9:30-4:30pm
Location	Rockhampton
Category	Contributing to our operational work

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

Role purpose

To assist with administration tasks at Regional Accommodation Centre, including telephone and face to face enquiries, general office and reception duties

Role responsibilities

- Attend to telephone and face-to-face enquiries from residents and the general public in relation to the Centre
- Operate the PABX telephone system and transfer calls to relative staff members
- Welcome guests checking in, including providing them with an orientation about the Centre
- Assist with guests checking out, ensuring that payment is received, or a Section D form is received for PTS approved guests
- Process payments and donations including accurate recording and security of monies, utilising cash register and EFTPOS facilities
- Respect each resident's right to confidentiality
- Operate basic office equipment i.e. photocopier and facsimile

Knowledge, skills and experience

- Developed organisational and time management skills
- Excellent records management and general office administration skills
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds
- Basic proficiency in MS Office or similar software and experience using databases
- Ability to work as part of a team

Check requirements

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

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
