



the  
power of  
humanity



# Volunteer role description

## Telecross Call Centre Volunteer – Northern Rivers

<b>Department</b>	<b>Social Inclusion</b>
<b>Availability</b>	<b>Weekdays and weekends</b>
<b>Location</b>	<b>Various location</b>
<b>Category</b>	Working in our Services and Programs

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

#### **Role purpose**

Assisting with the delivery of Telephone Support programs, volunteers support clients with a social chat or daily welfare check phone call to ensure they are safe and connected while living independently at home.

If you have genuine desire to make a difference to the lives of older people this could be the role for you.

#### **Role responsibilities**

- Contact multiple clients as per daily call sheets and within agreed timeframes to ascertain their wellbeing
- Ensure a caring and courteous telephone communication with clients regarding their health and wellbeing and enhance their social connection
- Report any incidents in relation to the client's health, welfare or wellbeing, to Red Cross staff
- Maintain confidentiality of information obtained during a call unless this information must be disclosed to Red Cross to assist the client
- Maintain accurate records of calls to clients on allocated call sheets
- Notify Red Cross in advance if unable to make arranged calls to clients
- Model responsible and appropriate behaviour with the participant/s.

#### **Knowledge, skills and experience**

- Comfortable speaking on the phone with a broad range of culturally diverse clients
- Show empathy for the mature aged, disadvantaged and socially isolated clients
- At ease working independently or as part of a team to share the workload
- Good communication and listening skills

#### **Check requirements**

- A National Criminal History Check prior to commencement and renewed every three 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

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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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