

## Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

## Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

## Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

## Our Values

**We are part of a movement.**



### **We Respect**

As humanitarians, we put people first, listening to, understanding and respecting each other.



### **We aspire**

We are curious, optimistic and we learn, because we want to do and be better.



### **We collaborate**

We achieve our best by bringing people together on shared goals.



### **We stand up**

We face challenges and opportunities with courage and compassion.



### **We deliver**

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Are committed to protecting the rights of all people, particularly those who may be experiencing vulnerability. We want the people we work with to feel safe, be safe and free from abuse of any kind. We are a child safe organisation. We have zero tolerance for child abuse. We value, respect, and listen to children and are committed to supporting child safety and wellbeing in our work
- Demonstrate skill, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Are committed to building a culture informed and characterised by the principles of diversity, equity, inclusion, and belonging. Australian Red Cross people are supported to understand and embed these principles into their leadership of self, others, teams, and workflow

## Position Description

Position Title	<b>Community Visitor Scheme (CVS) Officer</b>	Department	Community Programs
Location	Broome (Kimberley)	Direct/Indirect Reports	Volunteers
Reports to	WA Social Connection Lead	Date Revised	June 2022
Industrial Award	Social, Community, Home Care and Disability Services Industry		
Award Level	Free Text	Red Cross Job Grade	3
Job Level	Team Member	Job Evaluation No:	HRC
Special Measures	<Leave this blank for now and remove this text before finalising>		

### Position Summary

The Community Visitor Scheme (CVS) Officer is responsible for effectively and efficiently delivering the suite of Community Visitors Scheme programs in Western Australia.

### Position Duties

#### Key responsibilities

- The effective and efficient day to day delivery of the Community Visitor Scheme including the induction, training and matching of volunteers and client.
- Maintain accurate records of all volunteers, clients and assist the CVS Coordinator when required with reporting using these records.
- In consultation with the Manager and team, continually identify and implement strategies to improve and expand services in line with the Red Cross Strategic Direction and best practice principles.
- Working in collaboration with the Manager, ensure that the program operates within budget and in accordance with approved Red Cross and relevant accounting standards.
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client and volunteer issues, grievances and complaints.

#### Key relationships

- Volunteer engagement
- Key stakeholders (Aged Care Facilities, Home Care Package Providers), clients, CVS Auspices
- Internal stakeholders – colleagues, management, volunteer hub

### Person Requirements

#### Technical Capabilities

- Proven highly developed organisational and time management skills
- Excellent records management and general office administration
- Basic proficiency in MS Office or similar software and experience using databases
- Demonstrated ability to plan, develop and evaluate programs and services for elderly populations
- Experience in the recruitment and supervision of volunteers and providing ongoing support in their role

- The ability to operate under limited supervision and to prioritize, organize and complete work within set timeframes.
- The ability to operate from home.

### Qualifications

- Current driver's license
- Relevant qualifications, skills and/or experience in community services or related field.

## Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, customers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

## Key Job Requirements

A clearance to work with children	No
Driver's License	Yes
A clearance to work with vulnerable adults	No
Police check	Yes - every 3 years
National Disability Insurance Scheme (NDIS) check	No
Evidence of up to date* vaccination against COVID-19	Yes
A <Vaccination – example influenza>	Yes

*\*As per latest definitions by the Australian Technical Advisory Group on Immunisation (ATAGI), or who have a medical exemption based on ATAGI guidelines*