

## Volunteer Role Description



the  
power of  
humanity



### Mobility Equipment Hire Service Volunteer - Bundaberg

<b>Department</b>	Mobility Equipment Hire Service Bundaberg Branch
<b>Availability</b>	To be discussed. The Service is open Monday to Friday 9.30am – 3.00pm
<b>Location</b>	Ground Floor, Auswide Bank building, 16-20 Barolin Street, Bundaberg, Qld 4670
<b>Category</b>	Mobility Equipment Hire

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

##### **Role purpose**

Red Cross Queensland assists people in times of need by providing a range of low cost mobility equipment for short term hire to people experiencing illness or injury. The MEHS Volunteer is the first contact point for MEHS clients. The main responsibilities include: responding to enquiries (phone and face to face), providing information and completing Mobility Equipment Hire contracts and return procedures. Cleaning and basic maintenance of Mobility Equipment. Assisting in fundraising activities. The role will assist us in building an inclusive, diverse and active humanitarian movement based on voluntary service.

##### **Role responsibilities**

- Assist customers to identify the most appropriate Mobility Aid for their needs.
- Hire of Mobility Equipment to clients requiring short term equipment hire.
- Provide customers with guidelines for the correct use of the mobility equipment.
- Communicate with clients on a one-to-one basis, respecting the clients' right to confidentiality.
- Positively contribute to workplace health and safety practices including an understanding of maintenance and carrying out cleaning requirements (health permitting)
- Ensure the effective management and resolution of client and volunteer issues, grievances and complaints, referring to Convenor or Office Bearer where required.
- Ensure open, professional, positive, respectful and constructive style of communication in all interactions.
- Participate in orientation and training sessions.
- Communicate openly with the Service Convenor and other volunteers regarding the running of the service and any related concerns.
- Complete the associated paperwork and handle money.
- Assist in fundraising activities and other Community Events

### Knowledge, skills and experience

- Assist customers to identify the most appropriate mobility aid for their needs.
- Hire of mobility equipment to clients requiring short term equipment hire.
- Provide customers with guidelines for the correct use of the mobility equipment.
- Communicate with clients on a one-to-one basis, respecting the clients' right to confidentiality.
- Positively contribute to workplace health and safety practices including an understanding of maintenance and carrying out cleaning requirements (health permitting).
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### Check requirements

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

### 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.

Adhere to Red Cross dress code.

May be required to assist with fundraising activities and other community events.

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