

Volunteer role description



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

the
power of
humanity



Volunteer Humanitarian Observer - IDMP

Department	Immigration Detention Monitoring Program (IDMP), Protection Team, Migration Support Programs
Availability	Red Cross IDMP visits to detention facilities take place every three months and run for up to five days. Volunteer Humanitarian Observers will need to be available to join at least two visits for up to five days per visit per year, and must be available to attend briefing meetings before and after the visits.
Location	NSW, Vic, SA, WA, NT, QLD
Category	Working in our services and Programs

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

Role purpose

The Australian Red Cross Immigration Detention Monitoring Program (IDMP) team conducts regular and frequent independent monitoring of immigration facilities. Our team focuses on issues of humanitarian concern, which means that we observe the conditions of detention and the treatment of people in detention to ensure that their health, dignity, and wellbeing is being upheld and protected. More information about the IDMP can be found on Red Cross' website [here](#).

In all activities, our volunteers, members, and staff are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement. More information about Red Cross' Fundamental Principles can be found [here](#). Red Cross observations and humanitarian diplomacy are conducted according to our Fundamental Principles in a neutral, impartial, and independent manner and aim to promote respect for fundamental humanitarian needs and adherence to relevant domestic and international standards governing detention.

Volunteer Humanitarian Observers participate in and support Lead Humanitarian Observers during quarterly visits to immigration detention facilities throughout Australia to monitor conditions of detention and the treatment of people in detention.

During visits, Volunteer Humanitarian Observers meet with individuals and groups of people in detention to discuss issues impacting on their treatment and welfare, as well as the general conditions of detention. They conduct initial analysis of the information provided to them by people in detention and report this information back to the Lead Humanitarian Observer in preparation for Red Cross humanitarian diplomacy with stakeholders at detention facilities.

Role responsibilities

- Participate in regular monitoring visits to immigration detention facilities in Australia.
- Participate in internal briefing meetings prior to and after visits and other training as required.

-
- Meet with and interview people in immigration detention individually and in groups to assess and monitor conditions of detention and key issues which impact on their treatment, health and welfare.
 - Provide referral information to people in detention.
 - Document observations and information regarding conditions and treatment and assess issues of humanitarian concerns against needs, evidence, and monitoring standards.
 - Participate in meetings with stakeholders at immigration detention facilities as required.
 - Conduct research relating to current and emerging issues as required.
 - Perform administrative and other program support tasks as required.
-

Knowledge, skills and experience

- Background in social sciences, legal, health, or human services and/or other relevant experience. An understanding of the Australian immigration detention environment and Australian immigration laws and processes is desirable.
 - Demonstrated experience in client engagement, assessment, and the provision of information and referrals. Proficiency in a second language relevant to people in detention and/or experience working with interpreters is desirable.
 - Ability to provide support to and effectively engage with highly vulnerable individuals and groups from diverse cultural backgrounds, including people with criminal histories and/or people who have experienced torture and trauma. Prior experience working with people with criminal histories or refugees and asylum seekers is desirable.
 - High level interpersonal and cross-cultural communication skills and an ability to build and maintain positive relationships with stakeholders and people in detention.
 - Strong oral and written communication skills with an ability to communicate sensitive and complex information.
 - Capacity to work independently with limited supervision and also as a member of a team.
 - Strong understanding of the Red Cross Fundamental Principles and an ability to act according to them in a demanding and politically sensitive environment, including exercising discretion in managing sensitive and confidential information.
-

Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
 - A current Working with Children Check relevant to your state / territory location
 - An additional AFP check prior to participating in each visit
 - A current driver's licence
-

Learning and development

- Complete Red Cross IDMP Induction training upon commencement
- 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

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
