



the  
power of  
humanity



# Volunteer role description

## Humanitarian Settlement Program – Office Support Volunteer

<b>Department</b>	Migration Support Programs
<b>Availability</b>	On a rotating fortnightly roster approximately four hours per week
<b>Location</b>	Wollongong, NSW
<b>Category</b>	Working in Services and Programs

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

#### Role purpose

The position of Office Support Volunteer provides administrative support to staff, clients and volunteers in our offices to assist with the day-to-day operations of the Humanitarian Settlement Program.

#### Role responsibilities

- Managing office documents including printing, photocopying, scanning, laminating and filing
- Preparing and creating document packs (for training, events and new clients etc.)
- Data Entry
- Liaising with Red Cross clients, volunteers and staff
- Liaising with Red Cross program stakeholders
- Answering telephone enquiries and responding to email enquiries
- Recording and passing on messages
- Assisting the team with gathering material aid for clients
- Front counter enquires, including greeting clients and assisting clients with basic administrative requests

#### Knowledge, skills and experience

- Ability to work effectively and sensitively with individuals from diverse cultural backgrounds
- Ability to understand schedules and coordinate appointments
- Proficiency in MS Office suite of products and using online communication platforms
- Ability to work independently and as part of a team
- Ability to maintain professional boundaries and ensure duty of care standards necessary for high service provision

#### Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
- A NSW Working with Children's Check

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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
- Attend scheduled volunteer meetings, a minimum of two per year

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## General conditions

We act always in accordance with the Australian Red Cross Code of Conduct, Child Protection Code of Conduct and Ethical Standards Framework.

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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