



the
power of
humanity



Volunteer role description

Telecross Volunteer – Hunter Region

Department	Northern
Availability	8.00am – 9.00am, 7 days a week (weekend rosters available). Rosters are for one calendar month at a time.
Location	Newcastle/Lake Macquarie/Port Stephens/Maitland/Cessnock
Category	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 Red Cross Telephone Support program, volunteers support clients with a daily welfare check phone call to ensure they are safe and connected while living independently at home.

Role responsibilities

- Contact client/s as per rostered 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, unanswered calls or messages from clients regarding their 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.
- Respond to unanswered calls in accordance with procedures.
- Immediately following the last call of the day, contact Red Cross to inform call/s have been completed.
- Always work within the boundaries of the program.
- Notify Red Cross in advance if unable to make arranged calls to clients.

Knowledge, skills and experience

- Good communication skills.
- Comfortable speaking on the phone with a broad range of culturally diverse clients.
- Show empathy and understanding of issues affecting the elderly, disadvantaged and socially isolated clients.
- Ability to maintain client confidentiality.

Check requirements

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- 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 Code of Conduct 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
