



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

the  
power of  
humanity



# Volunteer role description

## MATES volunteer

Department	Social inclusion
Availability	Minimum 12 month commitment 1-2 hours per week Flexible days and times
Location	Various locations
Category	Working in our Services and Programs

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

### Role purpose

Supporting individuals who are socially isolated and have a diagnosed mental illness by providing one on one social support. Volunteers meet with their mate on a weekly or fortnightly basis to participate in social activities.

### Role responsibilities

- Identify local activities that support participant's social goals.
- Participate in social activities alongside participants, providing encouragement and non-judgemental support.
- Meet with your Mate on a regular, consistent basis, under the auspices of Red Cross
- Communicating with MATES Coordinator, reporting any incidents in relation to the participant's health, welfare or wellbeing in consultation with your Mate.
- Provide monthly reports to MATES Coordinator.
- Maintain confidentiality of information obtained during meetings, unless this information must be disclosed to Red Cross to assist the participant
- Notify your Mate if unable to attend any scheduled meeting or activity

### Knowledge, skills and experience

- Good communication skills, with the ability to listen attentively to others
- Empathy, kindness and a genuine interest in people.
- Knowledge of, or ability to locate local community information

### Check requirements

- 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 -

Attend scheduled volunteer meetings.

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### General conditions

We act always in accordance with the Australian Red Cross 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**

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