



## Volunteer Mentor – Disaster Recovery Mentor

<b>Department</b>	<b>Emergency Services</b>
<b>Availability</b>	Ongoing
<b>Location</b>	Home-based
<b>Category</b>	Contributing to our operational work

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

#### **Role purpose**

The Disaster Recovery Mentors program aims to support communities impacted by disasters to drive their own recovery by harnessing the wealth of existing prior lived experience in recovery to support community leaders currently in the midst of recovery.

The purpose of the Mentor role is to provide emotional and practical support for mentees through the recovery process. This relationship should be thoughtful, non-judgemental, respectful, and consistent with the Fundamental Principles of the Red Cross and Red Crescent Movement.

As a Disaster Recovery Mentor you'll join a network of mentors. The network is used when communities and community leaders are in need of support after an emergency.

#### **Role responsibilities**

- Engage in conversation with mentee to better understand their needs
- Share your experience and expertise as appropriate
- Connect the mentee to information, resources and others who can help
- Provide advice, guidance and constructive feedback where required
- Discuss options with mentees and encourage their autonomy
- Maintain confidentiality of information obtained during mentor relationship unless this information must be disclosed to Red Cross to assist mentee
- Recognise and celebrate achievements throughout the recovery experience
- Act as peer support for other mentors during mentoring activities
- Contribute to the monitoring and evaluation process.

#### **Knowledge, skills and experience**

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- Personal experience of community recovery after disaster and a willingness to share that experience
  - Ability to engage one-on-one
  - Excellent listening, communication and relationship development skills
  - Capacity to practice a high level of self-care
  - Knowledge and understanding of the disaster recovery process
  - Facilitation and coaching experience desirable
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### Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
  - Be able to commit to the program for 12 months
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### Learning and development

- Complete Red Cross online learning modules as required
  - Attend Red Cross Training
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### 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**

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