

Role: Field Outreach Team Member
Department: QLD Emergency Services, Australian Red Cross
Location: Various Locations, QLD
Hours: 8 hrs (Tuesday to Saturday, 0830 – 1630, plus an additional day for training)

Background

Australian Red Cross helps communities and people prepare for possible future emergency events (preparedness), respond to emergency events (response), and recover from emergency events (recovery).

During February and March 2022, a weather event unfolded causing unpredicted rainfall across South-East, Northern and Western Queensland, impacting many areas and community members. Houses and businesses were inundated, roads, bridges and other infrastructure continue to be impacted whilst ongoing repair from the February/March 2022 event is still in progress across South Queensland region.

Australian Red Cross has been requested by the Department of Communities, Housing and Digital Economy (DCHDE) to conduct a needs assessment and provide information through targeted outreach for the South-East QLD Floods event.

Role purpose

Reporting to the Red Cross Emergency Services Field Team Leader, the Field Outreach Team Member will provide Psychological First Aid (PFA) support to people and communities through targeted visits to their homes and places of temporary residence. Field Outreach Team Members will conduct a needs assessment for the DCHDE digitally, using provided mobile tablet devices. Through these outreach visits and by providing PFA, you will also be supporting community members who may not be able to access services or are not aware of available services and may be entitled to receive various forms or hardship assistance, including grants and recovery information.

Please note that this role requires door-knocking residents.

Role Responsibilities

- Gather community information through conversations with the residents and capture details by completing an outreach form using technology (iPad)
- Support the evolving community needs during outreach
- Providing Psychological First Aid PFA as/when required
- Provide information packs to the residents (or leaving information at the doorstep) including details on available grants and services.

Skills, experience and checks required

- Highly developed communication and interpersonal skills
- Acceptable level of physical and emotional fitness, including the ability to work long shifts in basic conditions and ability to work under stressful conditions (including the ability to recognise and manage own limitations and stress)
- A high degree of empathy when working with those experiencing trauma and stress
- Work within operational policies & procedures and maintain confidentiality.
- Basic computer skills including the knowledge to use computers, laptops, iPads, smartphones etc. and a commitment to undertake necessary training courses
- Driver's licence

What we offer

- Paid working hours
- Full day training
- Daily briefing and debrief
- Participation certificate

General Conditions

- You will be representing Red Cross, therefore is required to act in accordance with the [Australian Red Cross Ethical Framework](#) and Child Protection Policy.
- Red Cross uniform is to be worn in the field
- Outreach are conducted in pairs, therefore are required to work collaboratively with other team members, adhering to professional boundaries, and may be require to support another colleague in the field
- We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- In all activities, our people are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement
- Given the evolving situation, please be mindful that your individual role may change on the ground and there is a requirement for flexibility.

To apply, please fill out the following link and we will be in touch:
<https://ee.humanitarianresponse.info/x/JNRMisuA>

For further information, please contact Sneha Soy, 0478 871 953.