

## Potential tasks for Spontaneous Emergency Volunteers

Following is a list of possible tasks a volunteer could help with. Skill requirements may vary from agency to agency so be sure to check requirements of the Agency you are deployed to.

DESK BASED TASKS	
Role and tasks	Skill required
<p><i>Administration at Relief Centre or Volunteer Centre:</i></p> <ul style="list-style-type: none"> <li>• Answering phones</li> <li>• Updating lists and databases</li> <li>• Liaising with agencies</li> <li>• Welcoming walk-in volunteers</li> <li>• Photocopying</li> </ul>	<ul style="list-style-type: none"> <li>• Legible handwriting</li> <li>• Welcoming manner</li> <li>• Good communication skills</li> </ul>
<p><i>Volunteer Assessment and Registration:</i></p> <ul style="list-style-type: none"> <li>• Telephone and walk-in assessment of volunteers</li> <li>• Assessment of interest, skills and experience</li> <li>• Sighting and copying of any qualifications and licences</li> <li>• Completing registration forms</li> <li>• Matching of volunteers with requests for assistance</li> <li>• Listening skills</li> </ul>	<ul style="list-style-type: none"> <li>• Listening skills</li> <li>• Legible handwriting</li> <li>• Welcoming manner</li> <li>• Understanding of confidentiality</li> </ul>
SKILLED AND QUALIFIED TASKS	
Role and tasks	Skill required
<p><i>Repair and Reconstruction:</i></p> <ul style="list-style-type: none"> <li>• Repair properties and infrastructure</li> </ul>	<ul style="list-style-type: none"> <li>• Trade licences as per work duties</li> <li>• Equipment licences as per work duties</li> </ul>
<p><i>Counselling and Trauma Interventions:</i></p> <ul style="list-style-type: none"> <li>• Provide counselling for effected individuals and families</li> <li>• Identify early indicators of trauma</li> <li>• Liaise with formal counselling agencies (DHS, Community Health etc)</li> </ul>	<ul style="list-style-type: none"> <li>• Formal tertiary qualifications in counselling (social work, psychology)</li> <li>• Experience in provision of trauma counselling</li> <li>• Current police check and Working with Children Check</li> </ul>

ACTIVE TASKS	
Role and tasks	Skill required
<p><i>Assistance with Catering:</i></p> <ul style="list-style-type: none"> <li>• Check any special dietary requirements</li> <li>• Prepare and serve food</li> <li>• Deliver food and refreshments</li> <li>• Clean and maintain kitchen</li> <li>• Good hygiene practices</li> <li>• Food handling certificate desirable</li> </ul>	<ul style="list-style-type: none"> <li>• Good hygiene practices</li> <li>• Food handling certificate desirable</li> </ul>
<p><i>Manage Material Donations:</i></p> <ul style="list-style-type: none"> <li>• Sort donated goods</li> <li>• Dispose of unwanted / unusable goods</li> <li>• Safely store and label goods</li> <li>• Maintain lists</li> <li>• Deliver goods to communities</li> <li>• Pick up offers of donated goods</li> </ul>	<ul style="list-style-type: none"> <li>• Physical stamina</li> <li>• Organising skills</li> <li>• Some computer skills (if keeping lists)</li> <li>• Current drivers licence (for deliveries / pick up)</li> </ul>
<p><i>Cleanup Activities:</i></p> <ul style="list-style-type: none"> <li>• Liaise with property owners</li> <li>• Remove rubbish and debris</li> <li>• Salvage property and goods</li> <li>• Dispose of damaged, unsafe and unwanted materials</li> <li>• Clean buildings</li> </ul>	<ul style="list-style-type: none"> <li>• Physical strength</li> <li>• Respect for property and owner</li> <li>• Understanding of working safely</li> </ul>
<p><i>Outreach and Personal Support:</i></p> <ul style="list-style-type: none"> <li>• Provide personal support for those affected by event (not counselling)</li> <li>• Gather information about the effects of the event</li> <li>• Provide information about services and grants available</li> <li>• Log information in the recovery database</li> <li>• Visit effected households</li> </ul>	<ul style="list-style-type: none"> <li>• Good listening skills</li> <li>• Understanding of confidentiality</li> <li>• Drivers Licence (if visiting)</li> <li>• Some computer skills</li> </ul>
<p><i>Fencing Repair and Construction:</i></p> <ul style="list-style-type: none"> <li>• Liaise with property owner</li> <li>• Remove and dispose of fencing damaged beyond repair</li> <li>• Source fencing materials via Volunteer Centre</li> <li>• Repair damaged fencing</li> <li>• Build new farm fencing</li> </ul>	<ul style="list-style-type: none"> <li>• Fencing experience</li> <li>• Physical strength</li> <li>• Respect for property &amp; owner</li> <li>• Understanding of working safely</li> </ul>