

## VOLUNTEER POSITION DESCRIPTION

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Volunteer Title	Red Nose Day Campaign Support Volunteer
Program	Fundraising
Reports to	Fundraising Campaigns Manager
Volunteer role location	Hawthorn Melbourne
PD created/updated	29 May 2026

### About Red Nose

Red Nose is a national charity working to save little lives through research and education and to support families impacted by the death of a baby or child during pregnancy, infancy and early childhood.

We are Australia's leading authority on safe sleeping and safe pregnancy advice and have been a key provider of bereavement support following pregnancy, infant and child loss for over 40 years. We work hard to ensure parents whose baby or infant dies suddenly or unexpectedly are able to access appropriate bereavement support and care; regardless of where they are based in Australia.

### Position purpose

Red Nose Day is our headline fundraising campaign each year, raising funds to support the work of Red Nose in saving little lives and caring for bereaved families, and raising awareness for the cause.

The Red Nose Day website and social media channels are key points for supply requests for individual, group and corporate Red Nose Day fundraisers. This volunteer role supports the delivery of Red Nose Day fundraising activities and helps provide a positive experience for fundraisers and customers. It also helps ensure that fundraisers are supplied with the resources and support they need to host fundraisers and purchase merchandise.

This role involves communicating with fundraisers and customers via phone, email and social media, and contributing to a positive and supportive experience for our community.

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#### What this role involves

- Provide welcoming and supportive customer service for Red Nose Day fundraisers and online shop customers
  - Assist with responding to queries via phone, email and social media
  - Help answer questions about customer orders and fundraising activities
  - Update supporter data in Excel spreadsheets
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**What you could gain from this experience**

- Be part of a dedicated and fun team delivering a well-known national fundraising campaign
- Learn about the logistics behind a large-scale fundraising campaign
- Connect with members of the Red Nose Day community to help them achieve their fundraising goals
- Contribute meaningfully to Red Nose's mission and vision of saving little lives and supporting bereaved families
- Gain valuable experience in data management, social media engagement and customer service
- A reference for your CV

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**The support you can expect**

- Induction and onboarding, including introductory training
- Supervision and regular check-ins with Fundraising staff
- A comprehensive FAQ guide to help answer standard phone, email and social media enquiries
- Ability to escalate any difficult or unknown enquiries to our Fundraising team
- In-person support and assistance with all tasks

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**Time contribution for the role**

- Ideally available for a minimum of 1 day per week (up to 3 days per week)
- Approximately 4 – 6 hours per day
- Opportunities available between 1<sup>st</sup> June – 7<sup>th</sup> September
- Days and time can be flexible to work around your schedule

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**The skills and qualities we're looking for**

- Great organisational skills and attention to detail
- Confidence using Microsoft365 including Outlook, Excel and Word
- Confidence using social media channels (Facebook and Instagram)
- The ability to stay organised and follow through on agreed tasks
- A confident and friendly phone manner
- The ability to write professional but friendly emails with clear information for recipients

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**Your role in supporting safety, quality and continuous improvement at Red Nose**

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- Complete all required induction and training
- Follow all relevant Red Nose policies and procedures, including Workplace Health and Safety, and promptly report hazards, incidents or risks



- Maintain confidentiality and privacy of service user and organisational information
- Ensure data security by safeguarding system access (e.g. passwords) and reporting any breaches or concerns
- Stay within the scope of your role and seek guidance from your supervisor for any tasks or concerns outside your training
- Promote respect for diversity and practice cultural safety and inclusivity in all interactions
- Maintain appropriate boundaries and professional conduct in all interactions
- Contribute to continuous improvement by constructively sharing feedback and suggestions

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**Safety and screening requirements**

- Reference check
  - National Police Check (funded by Red Nose)
  - Working with Children check
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**Authorisation.**

Volunteer position authorised by: James Moloney – Fundraising Campaigns Manager

**Volunteer agreement**

I confirm that I have read and understood this position description. I am committed to contributing to the responsibilities outlined, in alignment with policies, procedures, and Red Nose values.

**Volunteer Name:**

**Signature:**

**Date:**