

# Volunteer Role Description

Your Details			
First Name:		Surname:	
Role:	<b>Individual Support</b>		
Volunteer Program/s:	<b>Caring Neighbourhood Program</b>		
Department:	<b>Community &amp; Development</b>		
Staff Only	Record No:		

## Caring Neighbourhood Program

You will work with the Caring Neighbourhood Program (CNP) staff and other volunteers to support socially isolated people in the community. The program provides social opportunities that are based on companionship and friendship to enable people who are socially isolated through ageing or degenerative conditions to make meaningful connections within their local community. Group activities are not always appropriate or desired for social connection. Some people may need or prefer an individual connection with a volunteer. A volunteer is matched with the person and the volunteer helps to facilitate the aims of the visit which (where possible) are led by the person to enable wellbeing outcomes.

## Role Overview – Individual Support Volunteer

The Individual Support volunteer will engage in a social visit with a matched individual and foster a friendly and inclusive environment to enable social connections. The purpose, goals and frequency of the visits will be decided on between the person being visited and the volunteer and authorized by the coordinator.

## Location

The Caring Neighbourhood Program works across the Victor Harbor area and may be in an individual person's home or venue in the community as arranged.

## Key Employee Relationships

The Program Coordinator will provide day to day support and supervision of volunteers. Program Coordinators and Program staff have responsibilities to provide support and supervision of their programs to ensure successful outcomes for both volunteers and clients.

## Time Commitment

The Caring Neighbourhood Program is provided Monday to Friday and individual visits are required to occur during business hours. To establish meaningful rapport, it is favorable to visit a minimum of once per month and no more than once per week.

## Key Activities

- Set norms including clear boundaries and aims of visit together with the individual in terms of available time and types of activities – based on the goals of the individual. CNP staff will assist.
- Organise a time for a visit to the individual's home or a mutually agreed location
- Telephone person to confirm time to visit.
- Support the individual with an activity in the community, this may be pre-arranged with CNP staff
- Spend meaningful time together to meet the goals of the visit.
- Be involved in monitoring goals and review activities to meet those goals.
- Maintain professional boundaries.
- Reporting progress and any issues to CNP staff.
- Inform staff immediately if the client does not respond to the door or for a pre-arranged visit.
- Seek authorisation from CNP staff for any request / action / visit outside the agreed activities or scope of your role.
- Reporting time and reimbursement of any agreed expenses to CNP staff
- Attending mandatory training and any other specified training opportunities
- Attending regular meetings to contribute ideas and feedback about the program and its activities

## Benefits of the Role

- Meeting new people and make a positive difference in their lives.
- Networking with other volunteers and your community.
- Apply existing knowledge and skills.
- Learn new skills and knowledge.
- Contribute to the well-being of older persons in the community.

## Skills, Knowledge, Experience and Qualifications

- Safe driving skills
- Be interested in people who are unable to maintain social connections.
- To be empathetic of client's issues and needs.
- To have capacity to be committed yet flexible.
- To respect differences in cultures, abilities and backgrounds.
- Have an open communication style.
- To give a high level of courtesy, respect and consideration when working with older people.
- To be patient and a good listener.
- Able to work as part of a team.

- To have a clear understanding of professional boundaries.
- To be reliable, honest and trustworthy
- Understanding of the vision of the City of Victor Harbor.
- Understanding of the principles of Work, Health and Safety and of Equal Opportunity.
- Understanding of the City of Victor Harbor Volunteer Policy and Volunteer Code of Conduct.

## Mandatory Requirements

- When driving, you must have no alcohol or illegal drugs in your system whilst undertaking your volunteer role.
- Adherence to City of Victor Harbor Safe Environment Policy including the following screening checks: DHS Aged Care Sector, Vulnerable Person clearance checks. All CNP volunteers require a current Screening which will be arranged through the CNP Coordinator following an interview.
- Due to Aged Care legislation, all volunteers are required to show evidence of current COVID Vaccinations.
- Undertake COVID infection Control online training – support can be provided for this.
- Attend mandatory training every 2 years including: Driver Accreditation (if required to drive larger vehicles), Driver Awareness training and Manual Handling training.
- Read and adhere to information that has been told or given to you about the client and any limitations they have.
- Hold a current South Australian driver's licence and willingness to use own car for visiting and transporting clients, if required.
- Driver Volunteers are required to have a medical clearance from a medical practitioner using the CNP Medical form.
- If required to transport passengers in their own private vehicle, volunteers are required to keep the vehicle in a well maintained, roadworthy condition and have current registration and comprehensive insurance.
- Sign a 'use of private vehicle' declaration annually.
- Forms are provided for reimbursement of approved out of pocket expenses, including mileage.
- Volunteers are covered by the City of Victor Harbor Volunteer Policies.
- Volunteer are advised to have roadside assistance for their own vehicle.
- Parent (or guardian) consent required for volunteers under 18 years of age.

## Training

As a Council volunteer you will be required to participate in the following sessions to ensure you are appropriately prepared for your role:

- City of Victor Harbor Volunteer Induction (preferably prior to commencing your volunteering role).
- Site specific and role specific program induction, including specific Work Health & Safety training.
- "On-the-job" training specific to volunteer role.
- COVID Awareness will be included as part of your induction and some programs will require you to complete an online COVID Marshal or COVID-19 Infection Control training course.
- Awareness of COVID Safe Plan (if applicable) for volunteer program.

- Attend desirable training as per CNP training calendar e.g. Dementia Awareness, Grief and Loss, Professional Boundaries.

Council will endeavour to provide flexible training options, however where essential training and refreshers are required, attendance is compulsory to ensure that we continue to provide a safe environment for our volunteers and clients.

## Your Responsibilities

- Work within the guidelines provided by this role description.
- Take reasonable care for your safety and the safety of others.
- Attend regular meetings and training deemed to be essential for your role.
- Be reliable in keeping appointments.
- Comply with all policies, procedures, guidelines and instructions relevant to your role.
- Adhere to the City of Victor Harbor's Code of Conduct which incorporates volunteers.
- To understand and have a respect for confidentiality.
- To accept direction and supervision from the Volunteer Program Coordinator and Program staff.

## Work Health and Safety

Under the Work Health and Safety Act volunteers are defined as 'workers' and included equally with employees, contractors etc in all matters relating to Work, Health and Safety. Volunteers are equally responsible for the care of their own health and safety and that of others at their work place. Volunteers of the City of Victor Harbor must:

- Follow all established policies and procedures of Council which apply to the tasks you have volunteered to perform.
- Have an awareness of Hazard Profile and Risk Assessment documents, follow Safe Operating Procedures and use Personal Protective Equipment as advised by the Volunteer Program Coordinator.
- Report hazards to supervisors to minimise and control risk.
- Report immediately (or as soon as practicable) any near miss, incident or injury which arises in the course of your volunteer duties.
- Adhere to Council's commitment to a smoke free workplace and agree to refrain from smoking in or around Council owned offices and buildings, within Council-owned vehicles or around minors.

## Code of Conduct for Volunteers

The Code of Conduct for Employees Policy details the standards expected of all volunteers whilst volunteering with City of Victor Harbor, and includes the rights and responsibilities of both volunteers and the organisation.

**Feedback and Support**

- A 3-month probationary period is required to ensure that you settle in well and the role is right for you.
- Your Volunteer Program Coordinator will provide regular support and guidance to make sure you are getting the most out of your volunteering. This will be supported by the relevant Program staff.
- To evaluate the volunteer program and your role within it, your Volunteer Program Coordinator will engage you in an annual catch up to share feedback regarding your volunteering experience, training, support and future.

I have read and understand this Volunteer Role Description and agree to abide by the conditions outlined.

<b>Volunteer Signature</b>	<b>Date</b>
<b>Parent Guardian (if under 18 years)</b>	<b>Date</b>
<b>Volunteer Program Coordinator Signature</b>	<b>Date</b>