

**Reports To:**

Virtual Social Centre Manager and/or Volunteer Coordinator

**Employment Status:**

Volunteer

**Grade/Award:**

N/A

**Primary Objective:**

In Great Company is powered by Feros Care and Aspire4Life and is a volunteer program designed to connect people in need of support and social connection with caring, friendly, and enthusiastic volunteers.

The Virtual Social Centre (VSC) is an online platform with sessions taking place regularly. Participants use their personal computer, tablet, or laptop to log into the Virtual Social Centre whenever they choose, review the calendar of sessions, and join whatever interests them. In each session participants can see, hear, and sometimes even speak to each other and the facilitator in real time. The VSC is all about fostering social connections all from the comfort of their homes. See: [www.feroscare.com.au/virtual-social-centre](http://www.feroscare.com.au/virtual-social-centre)

Volunteers play active roles in the delivery of the VSC through a variety of roles.

The VSC Host Volunteer role shares their knowledge, passions or facilitation skills with participants via the VSC. These sessions can be hosted remotely (i.e. from home) or in our Tweed Heads studio.

The VSC Moderator Volunteer role support moderation of VSC sessions that are remote, and studio based in Tweed Heads.

The VSC Administrator Volunteer role provides admin support to the VSC project team. This role to be based in the Tweed South Office

**Key Responsibilities:****Section A - Key Role Specific Responsibilities****VSC Host**

- Confidently deliver/facilitate VSC sessions to groups on a topic of special interest. Examples of sessions include knitting, discussion sessions, karaoke, language or any other skills or interests
- Provide information on your chosen topic in a clear and structured format, at least on weekly, fortnightly or monthly basis
- Allow time to prepare structured session plans and incorporating participant's and team feedback
- Perform basic troubleshooting during sessions with participants to ensure sessions run smoothly

- Deliver sessions that are enticing and engaging
- Continuously seek feedback and opportunities for improvement

### **VSC Moderator**

- Support moderation of VSC sessions that are delivered virtually or in the studio, such as testing with host prior to the session, supporting seniors and host to connect to sessions and troubleshooting
- Provide studio-based support for host delivering sessions (studio-based moderators)
- Provide support to virtual host and participants if they are any issues and escalate issues to the team in a timely manner

### **VSC Administrator**

- Undertake administrative tasks to support the operations of the VSC. These include undertaking phone calls to encourage seniors to participate in the VSC, developing a weekly volunteer roster, recruitment of new hosts, processing invoices and adding new VSC sessions
- Support on-boarding of new VSC participants. This includes setting participant up on the VSC, supplying participants with username and password and providing training
- Provide follow up phone calls after VSC sessions to check-in with participants
- Support promotional activities of the VSC e.g. photoshoots or interviews for publications etc

### **All Volunteers**

- Follow instructions given by the relevant project manager or team leader
- Bring your best positive and engaging self to our workplaces
- Embody a friendly and cheerful spirit within a team setting
- Operate with integrity, open-mindedness and respect, ensuring the privacy, confidentiality and dignity of our clients is always maintained
- Be comfortable with the use of own technology, including laptop computers, reliable internet, headphones, microphone and camera

### **Section B - Training and Supervision**

- Volunteers will be provided with a thorough induction and orientation to their workplace and to In Great Company and Feros Care including a detailed Work, Health and Safety induction
- Comprehensive, role-specific training will be provided along with regular supervision and coaching

### **Section C - Commitment**

- A minimum of 3 hours on a weekday once per week is requested for a minimum of 3 months
- The rostering and days will be negotiated to meet the availability of the Volunteer and the relevant Program Manager

### **Section D - Our Common Purpose**

#### **Living our Values:**

At In Great Company and Feros Care, every person plays an important role in helping us to empower people to live their best life. Our BOLD Values are unique to us and underpin our much bolder aspirations for our clients, residents, patients, participants and customers. Our values are not just words on a wall or a piece of paper, they shape how we behave and they can be felt by the people who work with us, people who visit us or people who receive services from us.

As part of the In Great Company team, you are expected to display the following values in everything you do:

- **GAME CHANGERS** - *Innovators not imitators* - We are the powerhouse of reinvention. We reframe perceptions and challenge conventions.
- **TRIBAL SHAPERS** - *Together we thrive* - We bring our "A" game every day. We work to build a great culture and communities where everyone matters.
- **DREAM MAKERS** - *Powered by possibility* - We create a place where our customers' wildest vision of what's possible comes to life.
- **VIBRANT CREATORS** - *Positive and playful* - We don't fit in we stand out. Our energy is electric, our people are passionate and our purpose is real.
- **KINDNESS WARRIORS** - *Committed to care* - We give our time, energy, integrity and knowledge, but above all we give our hearts.

### Work Health and Safety (WHS):

All In Great Company staff and volunteers have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Comply with the Feros Care WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
  - Ideas which may improve health and safety
  - Any work related or personal injury or illness (where it may affect their ability to work safely)
  - Any work related incident they witness, including bullying and harassment
  - Hazards and incidents including any malfunction or inadequacies of equipment
- Correct minor hazards as applicable Report any injury or pre-existing illness sustained either internally, or externally to the organisation, so that appropriate adjustments to the work environment can be made

All staff and volunteers are encouraged to be proactive and participate in activities and programs designed to improve health and safety.

Please note: all Residential Volunteers are required to show evidence of a recent flu vaccine, or be willing to obtain one provided by Feros Care, as required by the Department of Health (from 1st May 2020).

### Personal Attributes and Qualities:

To be effective in this role you will need to identify with the following:

- Committed, driven and passionate about enabling seniors to live their best life
- Have a friendly and cheerful demeanour
- Open minded, non-judgemental and respectful of clients' choices
- Motivated by making a real difference to the lives of others
- Ability to actively support Feros Care's purpose and values
- Well-developed verbal communication and interpersonal skills, with an ability to effectively liaise with clients over the phone or through the VSC platform
- Ability to treat people with respect, working ethically and with integrity, respecting confidentiality, and approaching others in a diplomatic and tactful manner

- Passionate and has a great engaging demeanour (host)
- Facilitates a fun and engaging environment for client feedback
- Willingness to learn and support the team when required

### Criminal History:

This position requires a mandatory National Police Check to be conducted if chosen to be the successful candidate. The National Police Check will be renewed every 3 years.

### Essential Criteria for Position:

N/A

### Desirable Criteria for Position:

- Communication skills (written, verbal and listening)
- Engaging and great facilitation skills (host)
- Ability to learn and use technology and systems with training
- Prior experience in a Health, Aged Care, Community or not-for-profit setting
- Ability to commit to support at least once a week for 3 months

### Incumbent Statement:

I have read, understand and accept the above Position Description for Virtual Social Centre Volunteer.

Signed: ..... Date: ... / ... / .....

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Volunteer Coordinator

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