



feros care

Position Description

Volunteer - Residential Kindness Host

Stage:

Issued

Version:

1.004021

Group:

**Position
Descriptions**

Reports To:

Residential Support and PL Coordinator / In Great Company Volunteer Team

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.

Part of the portfolio of In Great Company is this new role which supports the work of the residential villages of Wommin Bay, Bangalow, and Byron Bay, which house aged clients of Feros Care.

This volunteer role particularly supports the Covid-19 response to visitors of residents, assisting with safety protocols, and asking screening questions prior to those visitors coming on site.

Key Responsibilities:

Section A - Key Role Specific Responsibilities

- Support the Residential Team to provide access to families in the three Feros Care Residential Villages; Wommin Bay, Bangalow and Byron Bay.
- Assist in manning entrances and assessing visitors to the sites
- Ensure visitors follow hygiene protocols; e.g. use of sanitiser
- Asking screening questions and complete a questionnaire with visitors prior to entering the facilities
- Taking and accessing a visitor's body temperature
- Escorting visitors to the client's rooms
- Receiving or directing deliveries on site to the appropriate recipient or manager
- Bring your best positive and engaging self, to lift the spirits of those visiting, and offer reassurance
- Embodies a friendly and cheerful volunteer spirit
- Tech-savvy and able to use a communication device on site
- Willing to go the extra mile to ensure those most at risk in our community are safe, and can still see their families
- Supportive of the wider clinical team, and happy to bring your best self as their right arm
- Operates with integrity, open-mindedness and respect, ensuring the privacy, confidentiality and dignity of our clients is maintained at all times

Section B - 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 Feros Care team you are expected to live the values:

- **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 volunteers have a duty of care and a legal obligation to ensure that they:

- Undertake their volunteering duties 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

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

Personal Attributes and Qualities:

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

- Efficiently multi tasks and juggles competing priorities and actions even in hectic environments
- Resilient when under pressure
- Adapts willingly to change, viewing it as a learning opportunity
- Challenges inappropriate behaviour and attitudes
- Motivated by making a real difference to the lives of others
- Regularly checks quality standards are being upheld
- Ability to manage risk without dampening innovation and creativity of the team
- Ensures available resources are utilised to achieve maximum performance
- Finds the 'win win' when influencing
- Committed, driven and passionate about enabling seniors to live their best independent life
- Has a friendly and cheerful demeanour
- Open minded, non-judgemental and respectful of clients/others choices

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:

- A strong commitment to bring your best self and commit to a rostering system relied on by the team
- Well-developed communication and interpersonal skills for liaising with our clients and their families, and residential staff
- Ability to treat people with respect, working ethically and with integrity, respecting confidentiality, and approaching others in a diplomatic and tactful manner
- Evidence of a recent flu vaccine, or willingness to obtain one provided by Feros Care, as required by the Department of Health (from 1st May 2020)

Desirable Criteria for Position:

N/A

Summary of Specific Responsibilities

Note: Refer to Procedures, Work Instructions and Practice Documents to view the responsibilities of this Position.

Incumbent Statement:

I have read, understand and accept the above Position Description for Volunteer - Residential Kindness Host.

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

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