



Stage:
Issued



Position Description Volunteer Visitor

Version:
2.004008



Group:

Position Descriptions

Reports To:

Volunteer Coordinator.

Employment Status:

Volunteer

Grade/Award:

N/A

Primary Objective:

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

The Volunteer Visitor, Community role helps combat loneliness and isolation by keeping seniors socially connected through friendly volunteer visits in their own homes.

The Volunteer Visitor, Residential role provides friendly visits and other engaging activities for aged care clients in the Feros Care residential villages of Wommin Bay and Bangalow.

Key Responsibilities:

Section A - Key Role Specific Responsibilities

Volunteer Visitor Community

- Connect, chat and give purpose to a senior's life through regular, friendly, face-to-face or virtual visits in their own homes.
- Offer a helping hand around a senior's home through shared tasks, activities, conversation or accompanying them for social outings e.g. light gardening, watching a movie, sharing a meal, playing cards, a craft activity or going for a walk on the beach etc.

Volunteer Visitor Residential

- Connect, chat and give purpose to a residential client's life through regular, friendly social visits, or by providing reliable and safe transport out of the village for day trips and appointments.
- Liaise with the Lifestyle Coordinators at each residential village to understand a client's interests, background and capabilities.

Social Transport Volunteer

- Collect clients from their homes to accompany them to new and exciting events from the Feros Care Social Calendar
- Greet clients at their door with a big smile and provide assistance entering and departing the minibus
- Create a friendly, fun and relaxed atmosphere that gets everyone enjoying themselves on the bus trip

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

Section B Training and Supervision

- Volunteers will be provided with a thorough induction and orientation to their workplace 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 minimum of 1 hour once per week is requested for a minimum of 6 months.
- The rostering and days will be negotiated to meet the availability of the Volunteer and the relevant program schedule

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.
- **CULTURE 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 CHAMPIONS** - *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
- Genuinely listens, and takes information on board in order to better support individuals
- 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 seniors
- Ability to treat people with respect, working ethically and with integrity, respecting confidentiality, and approaching others in a diplomatic and tactful manner

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:

Residential Visitor Volunteers may be required to provide evidence of a recent flu vaccination or ability to obtain one prior to visiting a Residential Village, as required by the Department of Health and Age Care . Feros Care may reimburse volunteers for the cost of a flu vaccination if they are not currently vaccinated.

Desirable Criteria for Position:

- Thrive on helping others and be energised by their interactions with people, especially seniors
- Have a current unrestricted Driver's Licence and a registered and insured vehicle
- Prior experience in a Health, Aged Care, Community or not-for-profit setting

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 Visitor.

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

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