

Position Descriptions**Reports To:**

Team Leader Social Programs and/or Social Experience Coordinator Social Programs

Employment Status:

Volunteer

Grade/Award:

N/A

Primary Objective:

The VSC is an online platform with sessions taking place regularly. Participants use their personal computer, tablet, or laptop to log into the VSC whenever they choose, review the calendar of sessions, and join whatever interests them. In each session participants can see, hear, and speak to each other and the facilitator in real time. The VSC is about fostering social connections all from the comfort of their homes.

See: www.feroscare.com.au/virtual-social-centre

Volunteers play active roles in the delivery of the VSC with two available positions including:

The VSC Host that shares their knowledge, passions or facilitation skills with participants via the VSC.

The VSC Moderator that supports moderation of VSC sessions.

In Great Company is the volunteer arm of Feros Care. The In Great Company team provides assistance with on-boarding and orientation of volunteers into various areas across Feros Care including the Virtual Social Centre (VSC).

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 craft, discussion sessions, trivia, 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, such as testing with host prior to the session, supporting seniors and host to connect to sessions and troubleshooting
- Provide support to virtual host and participants if they are any issues and escalate issues to the VSC team in a timely manner

All Volunteers

- Follow instructions given by the relevant program coordinator 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
- VSC staff will provide support for both hosts and moderators including orientation to the platform and assisting them in their first few sessions
- Volunteers are supported by the VSC members on an ongoing basis with regular check-ins or ad-hoc as needed

Section C - Commitment

- A minimum of 1 hour a week (weekday or weekend) 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 VSC session/s

Section D - Our Common Purpose

Living our Values:

At 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 Feros Care 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.

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:

- Ability to commit to support a minimum of 1 hour a week for a minimum of 6 months

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

Incumbent Statement:

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

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

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