



Position description

Aged Care Volunteer Visitor (ACVVS)

About Community Gateway

Since 1976, Community Gateway has been supporting disadvantaged and vulnerable people, providing welfare and capacity building programs in Lismore, throughout Northern NSW and across the state. We are person-centred, values-driven, are committed to social justice and to the financial and social inclusion of every human being.

Community Gateway is a registered charity, is QIP accredited, assessed against the *Quality Improvement Council Health and Community Services Standards 7th Edition*, and is a child-safe organisation.

As an equal employment opportunity employer, we are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

Our practice framework

Our purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures that our practice is evidence-based and is responsive to the needs of our communities, enabling positive social impact.

- Our vision is “*many tracks, one road, sustaining community.*”
- Our strategic priorities include *strategic investment, innovation* and *social impact*.
- Our values are *integrity, respect, inclusion, compassion*.

Our services

We deliver a broad range of services funded through state and commonwealth government, fee for service and philanthropic donations. Our services include:

- Financial capability including no interest loans and budget counselling.
- State-wide financial inclusion coordination, including facilitation of the NSW Financial Inclusion Network.
- Aboriginal homelessness case management.
- Child and adolescent trauma counselling.
- Adult trauma counselling.
- Adult counselling for survivors of sexual assault.
- Parents Under Pressure program, enabling the growth of healthy relationships between parent and child.
- Family case management, supporting parents and children to create change that support life skills, attachment, and behavioural growth.
- Lismore community hub and outreach provide intake, assessment, assisted referral and a range of services to build community capacity.
- Emergency relief, supporting people in crisis.
- Volunteer management.
- Seniors’ support, linking volunteers with older people experiencing social isolation.
- Accredited before school care, after school care and vacation care for school-aged children across Northern NSW.
- Supported playgroup.

More details about our organisation and services can be found on our website

nrcg.org.au.



Position overview

Details

Position title

Aged Care Volunteer Visitor (ACVVS)

Branch

Social & Financial Inclusion branch

Reports to

ACVVS Project Officer

Location

Northern Rivers NSW (various locations)

Time Commitment

One hour per fortnight for a minimum of six months

Summary

The Aged Care Volunteer Visitors Scheme (known as ACVVS) supports volunteer visitors to provide friendship and companionship to older people.

The ACVVS is a free service and aims to improve the quality of life for older people by increasing social connections, which has been shown to improve mental health, increase self-esteem, feelings of happiness and sense of purpose while reducing feelings of isolation, depression, and anxiety.

Skills and Qualities

1. Excellent communication skills and the ability to actively listen and converse with older people.
2. Genuine empathy and warmth towards older people with a non-judgemental attitude.
3. Reliable and willing to commit to visiting a minimum of once per fortnight for 6 months (or more).
4. Experience in Aged Care is highly regarded, but not essential as training is provided.

Additional requirements

1. Evidence of full COVID vaccination
2. National volunteer police check
3. Drivers licence and vehicle

Accountabilities

- Actively support Community Gateway's vision, strategic priorities and values.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Community Gateway's policies and procedures.
- Operate within legal and regulatory framework.
- Complete all training, pursue new skills and knowledge for personal and organisational development.
- Positively and constructively represent our organisation to external contacts at all opportunities.
- Adhere to WHS protocols, and report incidents in a timely manner to ACVVS Project Officer.

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