



Position Description

Volunteer

Stage:
Issued

Version:
1.012038

Group:

Position Descriptions

Reports To:

Program Manager and/or Volunteer Coordinator, Community Visitor Scheme

Employment Status:

Volunteer

Grade/Award:

N/A

Primary Objective:

The role of a volunteer is to keep clients socially connected with their local community and to provide laughter, companionship and purpose to their lives. This will be done by friendly social visits, activities within the residential villages, providing reliable and safe transport in their local community and/or assisting Feros Care with various administration tasks.

Key Responsibilities:

Section A - Key Role Specific Responsibilities

- Create a friendly, fun and relaxed atmosphere that gets every one enjoying themselves
- If authorised by Feros Care to drive clients, ensure personal and client safety, by driving safely with care and caution at all times*
- Provide a positive, fun and interactive environment for the clients
- Assist with adhoc administration duties across the organisation where required and within scope of volunteer activities
- Ensure the privacy, confidentiality and dignity of our clients is maintained at all times
- Report any concerns or incidents to Feros Care and diligently complete all relevant documentation
- Participate in volunteer orientation, meetings, reviews and training

Volunteers will participate in one or more of the following activities:

- **Home Visits:**
 - Provide friendly, regular and planned social visits to a client in their home, or virtually via telephone or other innovative technologies
 - Share your interests and hobbies - perhaps playing board games, writing letters for them, reading to them, singing together, sharing technology skills, writing life stories, watching a movie or simply chit chatting
 - Enjoy making shared craft projects or art, being creative
 - Assisting with their shopping
- **Activities in Residential Villages:**
 - One-on-one visits to clients' rooms
 - Supporting and participating in the Positive Living activities
 - Assisting in the dining room and the caf
 - Coordinating special events, classes or activities
 - Assisting with pet services
 - Other projects/activities supporting the clients' needs and interests
- **Outdoor Activities:**
 - Actively join in during social outings and provide any assistance that may be required
 - Accompany clients for a walk, as well as walking their pet dogs and cats if applicable
 - Other activities (yoga, bingo, dance, book clubs, library)

- **Social Transport*:**

- Collect clients from their homes to accompany them to new and exciting events from the Feros Care Social Calendar or other social outings
- Greet clients and provide assistance entering and departing the minibus or vehicle
- Read satellite navigation maps, follow a schedule and complete vehicle logs
- Ensure clients feel comfortable and safe. For example, seat-belts are fastened and mobility aids are securely stored

**Only Volunteers who have a current Driver's Licence, a registered and insured vehicle and have completed a Motor Vehicle Statutory Declaration Form prior to commencement are permitted to drive a client as part of the Social Transport activity. If the volunteer does not meet these requirements a registered ride-share provider or public transport may be used.*

Section B - Our Common Purpose

Contribution to Culture

At Feros Care, every person plays an important role in helping us to **empower people to live their best life**. Our six core Values are the foundation of our decision making, reward, recognition and culture, which we practice every day. As part of the Feros Care team you are expected to display the following values in everything you do:

- Ensure everyone belongs and is an essential part of the Feros Community - **Everyone Matters**
- Take responsibility for your own learning and development and commit to a continuous journey of personal growth - **Life Long Learning**
- Contribute to an environment filled with energy, laughter and purpose - **Positive Energy**
- Always strive to be the best you can and surpass expectations - **Service Excellence**
- Think outside the square to inspire new ideas for excellence - **Innovative Thinking**
- Commit to professionalism and accountability - **Absolute Integrity**

Leading with Technology

Feros Care utilises technology to not only support our clients live their best lives, but it's also the way we communicate; the way we report and document; the way we learn; the way we participate and most importantly how we engage with each other. To join us you must be:

- Willing to embrace technology solutions that will not only help our clients but also allow you to learn, participate and engage with your work colleagues and the organisation
- Confident using technology such as smart phones, tablets, laptops, video conferencing, GPS and search engines to access information and support our clients
- Eager to look for new and exciting ways to support our clients with technology that will solve issues and achieve their goals

Work Health and Safety (WHS)

All Feros Care staff 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

All staff 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:

- Thrives on helping others
- Genuinely listens and takes time to understand the real message
- Open minded, non-judgemental and respectful of clients/others choices
- Possesses the ability to empathise and show compassion

- Motivated by making a real difference to the lives of others
- Rapidly builds and maintains strong collaborative, partnering relationships
- Clearly enjoys interacting and engaging with clients
- Has a friendly and cheerful demeanour
- Safety and risk conscious
- Open minded, non-judgemental and respectful of clients/others choices
- Stays true to ethics and values regardless of situation

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:

Essential Skills, Experience and Knowledge:

- Willing to commit to six months of volunteering, with a minimum of 10 visits during this period
- Enjoy spending time with seniors
- Have an interest in social activities/outings and being part of a greater community
- Enjoy going out and being part of a greater community
- Be compassionate, patient, observant and a good listener
- Comfortable using technology (including smartphones and computers) and basic applications

Desirable Criteria for Position:

- Previous experience working within the aged and/or community care industry
- Previous experience working with, or volunteering with seniors and other community clients
- A current unrestricted Driver's Licence and a history of being a safe and confident driver (a special licence is not required)
- A registered and insured vehicle
- Previous experience driving a minibus
- First Aid and CPR Certificate

Files/Links:

Personal Attributes and Qualities Menu

Form/Template - Workforce SS

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.

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

Author: Natasha Sams	Owner: HR Advisor	Template: tpg/x3docgrp4.asp	Doc Id: 36746/36746	Session: 1067586782	Next Review: 24/03/2020
Created: 17/12/2018	Completed: 25/03/2019	Authorised:	Reviewed: 25/03/2019		Issued: 25/03/2019

Keywords: business excellence improveit ekey