



Red Cross acknowledges
the Traditional Owners
of this land, their ancestors
and Elders, past and present.

the
power of
humanity



Volunteer role description

Community Visitor Volunteer

Department	VIC Community Programs
Availability	Weekly or fortnightly
Location	Various
Category	Working in our Services and Programs

Building an inclusive, diverse and active humanitarian movement based on voluntary service

Role purpose

You will be connected with an older person living at home or in an aged care facility who would like greater social connections. Through your ongoing contact or visits, you will build a meaningful friendship, reduce feelings of loneliness and encourage the older person to grow their links and social connections in the community.

Role responsibilities

- Connect one-on-one with an older person on a weekly or fortnightly basis, either through face to face visits, phone or video calls or letters and cards.
- Spend time engaging with the participant on activities of interest. This may include listening to music together, playing cards or board games, or simply having a chat. Outings are also possible once ongoing visits are well established.
- Maintain regular communication with the Red Cross Program Officer to discuss your contact with the participant.
- Record and submit monthly reports to the Red Cross Program Officer.

Knowledge, skills and experience

- A genuine interest in building friendship and social connections with older people to ease social isolation.
- Have an understanding of the complex health issues faced by people as they age and use this understanding and empathy during your visits.
- Effective social skills; can listen and chat to engage with people from diverse backgrounds and who may be experiencing loneliness.
- You are mature, reliable and have the confidence to work independently without direct supervision and to seek support and guidance as required.
- Holding a valid driver's licence and a means of travel would be beneficial.

Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
- Current flu vaccination required to enter an aged care facility

Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required

General conditions

We act always in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement

Humanity

Impartiality

Neutrality

Independence

Voluntary Service

Unity

Universality
