



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

**the  
powerof  
humanity**



## Volunteer role description

### Community Visitor Scheme Volunteer – Goulburn & Yass area

<b>Department</b>	<b>Social Inclusion – Community Visitors Scheme</b>
<b>Availability</b>	<b>Minimum of 1-2 hrs per week or fortnight / Ongoing Position</b>
<b>Location</b>	<b>Goulburn &amp; Yass</b>
<b>Category</b>	<b>Working in our Services and Programs</b>

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

#### Role purpose

A Community Visitor Volunteer works with the Social Inclusion Team to increase the connection of socially isolated older adults within their community. The volunteer friendship is based on a partnership that is mutually beneficial and may involve social visits to lonely residents of aged care facilities, visits to isolated people in their own homes, providing assistance with access to local community setting for individuals and/or groups, and social phone calls for conversation and wellbeing checks.

#### Role responsibilities

- Visit the participant at least once per week or fortnight, either in their own home/facility or supporting them to attend activities in the community. (Currently during COVID-19 some visiting restrictions are in place and volunteers may call isolated older adults for a social chat.)
- Undertake activities that are appropriate to the participant. This this may include listening to music together, playing cards or board games, reminiscing, simply having a chat, outing for coffee/ lunch, visiting the library or community centre, attending social events, light shopping, etc.
- Consult with the individual on their interests and preferences for activities, and plan and facilitate interactions and activities accordingly.
- Maintain regular communication with the Red Cross staff to discuss your visits and any concerns that may arise.
- Attend orientation and ongoing training as required.
- Record and submit monthly reports to the Red Cross Coordinator
- Respect the rights of participants to confidentiality and privacy
- Model responsible and appropriate behaviour with the participant.

#### Knowledge, skills and experience

- A genuine interest in working with elderly people and people with mental health issues
- Show empathy for the mature aged, disadvantaged and socially isolated clients

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- Effective interpersonal skills (including listening skills) and the ability to communicate with people from a variety of backgrounds
  - Possess a caring, friendly and non-judgemental personality
  - Basic admin skills and knowledge of Microsoft Office, including email (desirable)
  - An interest in providing humanitarian service and to work within the fundamental principles of Red Cross
  - A commitment to visit for a minimum of one year (desirable)
  - Ability to work within the Social Inclusion Program's guidelines and policies and principles of Red Cross

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### Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)

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### Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
- Attend scheduled volunteer meetings, a minimum of two per year

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### 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**

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