

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Community Visitor (Volunteer)	Department	Community Services
Location	Various Location in Victoria	Direct/Indirect Reports	0
Reports to	Community Services Program Officer	Date Revised	1 July 2014

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis

■ Position Summary

A Community Visitor is matched with an older person who experiences social isolation and who will benefit from your company. You will undertake face to face visits at least once per fortnight to provide social interaction, companionship and friendship. The older person you visit may either be living at home or in an aged care facility.

■ Position Responsibilities

Key Responsibilities

- Visit the participant at least once per fortnight.
- Undertake activities that are appropriate to the participant. This may include listening to music together, playing cards or board games, reminiscing or simply having a chat.
- Maintain regular communication with the Red Cross Program Officer 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 Program Officer.
- Respect the rights of participants to confidentiality and privacy.

■ Position Selection Criteria

- A genuine interest in working with older people.
- Effective interpersonal skills and the ability to communicate with people from a variety of backgrounds.
- 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.
- Ability to work within the CVS guidelines and policies and principles of Red Cross.
- A National Criminal Check is a mandatory requirement for this role.

Behavioural Capabilities

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**

Appreciates the diversity of Red Cross's people and clients | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

Actively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages clients to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of clients | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct

- **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

Collaborates with team members to achieve shared outcomes | Actively participates in team decision making | Contributes to team outcomes | Demonstrates an understanding of the links between personal goals, team goals and organisational goals | Consistently participates in team building activities | Demonstrates effective team behaviours such as respect, integrity, honesty, trust and support

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:

Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality

- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters