Volunteer role description

Volunteer – Social Support

Department	**Social Inclusion**
Availability	Volunteers are rostered according to their availability and service demand
Location	This role is located at various locations – Port Augusta, Whyalla, Port Pirie, Coober Pedy ,Port Lincoln, Ceduna, Riverland Peterborough, Copper Coast and Clare
Category	Working in our Services and Programs

Enabling social inclusion – Advance inclusion through relationships and participation and to overcome deep social isolation

Role purpose

Having good social connections are essential for all aspects of health, especially as we age. Red Cross supports older people who live alone or who have few social connections, people with disability and people recovering from mental illness to help improve their wellbeing.

Red Cross social connection programs match those who are not in regular social contact with people with a caring and friendly volunteer. These programs include Social Interaction and Internet Café activity, developing their knowledge and skills in IT, home visits, social outings, group activities, friendship groups, peer support and social phone calls.

Role responsibilities
Provide support

- Provide companionship and social interaction
- Accompany and encourage participants to engage in activities that connect them back to community according to their own preferences
- Support facilitating information sessions and skill transfer around IT
- Support in arranging guest speakers as necessary
- Provide transport to support activity participation
- With the support of other programs, assist, refer and link individuals to services
- Model responsible and appropriate behaviour
- Where required, visit participants in their home and /- or community settings to provide companionship, social and peer support

Ensure a safe, courteous and respectful working environment

- Assist participants with lightweight mobility aides (such as waling sticks, frames, crutches) etc
- Maintain participant confidentiality, dignity and privacy at all times
- Service delivery to be undertaken in accordance with operational Red Cross policies and procedures

Maintain effective communication

- Immediately report any emergency situation to Regional Areas Coordinator
- Report any concerns or issues, at the same time protecting the clients privacy

- Notify Coordinator if you are unable to attend your meeting

- Provide regular feedback to staff

- Contact Coordinator or nominated person after every visit to report hours and allow for debrief

- If required drive vehicle consistent with the SA Road Traffic Code and as per Red Cross requirements

- Use transport communication systems including an office or your own mobile phone and blue tooth

- Ensure there is no smoking or food consumed in the vehicle

- Record and maintain a log book

Knowledge, skills and experience

- Able to demonstrate empathy for the mature, older, frail, disadvantaged and socially isolated clients

- Ability to communicate effectively and empathetically with a broad range of people including elderly, disabled, disadvantaged, socially isolated and culturally diverse clients

- At ease working independently or as part of a team to share the workload

- Basic administration skills and knowledge of Microsoft Office including email

- Ability to understand schedules and coordinate appointments

Check requirements

- Current SA drivers license or equivalent

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

- DCSI checks maybe required for some positions (Red Cross will arrange this)

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

General conditions

- We act always in accordance with the Australian Red Cross Code of Conduct 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