

# Volunteer role description

## Community visitor

<b>Department</b>	Community Care Services
<b>Availability</b>	At least once a fortnight – flexible days
<b>Location</b>	Client's home or Aged Care Facility
<b>Category</b>	Working in our Services and Programs

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

#### Role purpose

Community Visitors Scheme (CVS) volunteers make regular social visits and provide companionship and friendship to residents of aged care facilities or older people living in their own homes.

#### Role responsibilities

- Visit the participant or group of participants at least once per fortnight
- Undertake activities that are appropriate to the participant or group. This may include listening to music together, playing cards or board games, reminiscing or simply having a chat
- When visiting with a group, consult with the group on their interests and preferences for activities, and plan and facilitate group interaction and activities accordingly
- Maintain regular communication with the Red Cross CVS Coordinator 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 CVS Coordinator
- Respect the rights of participants to confidentiality and privacy

#### Knowledge, skills and experience

- Show empathy for the mature aged, disadvantaged and socially isolated clients
- At ease working independently or as part of a team
- 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.

---

### Check requirements

- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this free of costs)
- Statutory Declaration for people who have been a citizen or permanent resident of a country/countries other than Australia since the age of 16 (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 as required

---

### 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**

---