



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

the
power of
humanity



Community Visitor Volunteer – Social Support

Department	Social Inclusion
Availability	Varied – 1-2 hrs per fortnight
Location	Hunter – Port Stephens
Category	Working in our Services and Programs

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

Role purpose

A Social Support Programs volunteer works with the Social Inclusion Team to increase the connection of socially isolated people within their community. The volunteer may work with one or more of the program area and activities may include making a daily wellbeing telephone call or a longer weekly chat, social visits to isolated people in their own homes and provide assistance with access to local community setting for individuals and/or groups.

Role responsibilities

- Visiting a person living in their own home, supporting a participant to attend activities in the community, and participation in small and large group activities,
- Make a well being call or longer weekly chat to participants if required
- Assist to support individual and/or group social activities to build social connections for our clients
- 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 as required
- Respect the rights of participants to confidentiality and privacy
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Knowledge, skills and experience

- A genuine interest in working with elderly people with disabilities
- 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 Social Inclusion programs guidelines and policies and principles of Red Cross
- Interest to work across a broad range of Social Inclusion programs.

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- General office administration, basic proficiency in MS Office or similar software. (Desirable)
 - Proven highly developed organisational and time management skills (Desirable).
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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 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
