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

Volunteer role description

Community Visitor Volunteer – Tweed Heads

Department	**Community Visitors Scheme**
Availability	**1-2 hrs per week / Ongoing**
Location	**Tweed Heads**
Category	Working in our Services and Programs

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

Role purpose

The Community Visitor Scheme (CVS) assists socially isolated people to reconnect with their community. The CVS connection is based on companionship and a partnership that is mutually beneficial.

If you're aged eighteen years or older and have a genuine desire to make a difference to the lives of older persons this could be the role for you.

Role responsibilities

- Visit the participant or group of participants at least one hour, once per week.
- Undertake activities that are appropriate to the participant or group. This may include listening to music together, playing cards or board games, reminiscing, simply having a chat or going out for coffee
- Consult with the individual or group on their interests and preferences for activities, and plan and facilitate group interaction and activities accordingly.
- Accompany and encourage participants to engage in activities that connect them back to their community according to their own preferences.
- 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
- Model responsible and appropriate behaviour with the participant/s including maintaining personal boundaries

Knowledge, skills and experience

- Show empathy for the mature aged, disadvantaged and socially isolated clients
- Be at ease working independently or as part of a team
- Good communication and listening skills
- Patience
- Possess a caring and friendly personality
- Be able to commit to 1 hour weekly visits for a 12 month period
- Cantonese Speaking

Check requirements

A National Criminal History Clearance prior to commencement and renewed every three years (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

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