

Volunteer role description



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

the
power of
humanity



Volunteer Friend and Visitor – Community Visitors Scheme – Northern Tasmania

Department	Community Programs
Availability	Minimum of 1 hour a week/fortnight
Location	Various locations across Northern Tasmania
Category	Working in the Community Visitors Scheme visiting older people in their homes

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

Role purpose

To visit an older person in their home to assist them to feel connected to the community, reduce the risk of social isolation while encouraging them to remain as independent as possible.

Role responsibilities

- Visit the participant in their home at the agreed day and time to spend quality time with them and build a meaningful relationship
- Ensure a caring and courteous approach with clients regarding their health and wellbeing and enhance their social connection
- Notify Coordinator if participant doesn't answer their door
- Report any incidents in relation to the participant's health, welfare or well being, to Red Cross staff
- Maintain confidentiality of information obtained during a call unless this information must be disclosed to Red Cross to assist the client
- Maintain accurate records of visits to participants on Monthly Visit Record Form
- Notify Red Cross in advance if unable to make arranged visits to participant

Knowledge, skills and experience

- Have a genuine interest in making a difference to the lives of older people from a broad range of culturally diverse participants
- Show empathy for the mature aged, socially isolated clients
- At ease working independently and visiting people in their own homes
- Good clear effective communication skills

Check requirements

- A National Criminal History Check 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

(Delete help text before publishing: These are organisational requirements and not to be edited)

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
