

# Volunteer role description



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

the  
power of  
humanity



## Community Visitor Volunteer

<b>Department</b>	<b>Community Visitors Scheme – Central Coast</b>
<b>Availability</b>	<b>1-2hrs per/week Ongoing</b>
<b>Location</b>	<b>Central Coast</b>
<b>Category</b>	<b>Working in our Services and Programs</b>

**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 friendship 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 at least one hour, once per week.
- Undertake activities that are appropriate to the participant. This may include listening to music together, reading together, playing cards/board games, reminiscing, working on a project together, going out for a walk/drive, going out for coffee/lunch, a drive to a local area of interest or simply having a chat.
- Volunteers will be required to attend training, and adhere to physical distancing and hygiene measures accordingly. Flu vaccination is also strongly recommended and may be required for certain roles.
- 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 participant's rights to confidentiality and privacy.
- Model responsible and appropriate behaviour with the participant/s including maintaining personal boundaries.

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### Knowledge, skills and experience

- Good communication and listening skills.
- Be patient, respectful and non-judgemental.
- Possess a caring and friendly personality.
- Show empathy for the mature aged, disadvantaged and socially isolated clients.
- At ease working independently, with support from Coordinator as required.
- Be able to maintain personal boundaries.
- Commit to 1 hour weekly visits for a 12 month period.
- Drivers licence and a comprehensively insured car is an advantage but not essential.

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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.

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### 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**

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