



the
power of
humanity



Volunteer role description

MATEs Social Inclusion Visitor – Mid North Coast

Department	Community Visitor Scheme / MATEs
Availability	Flexible 1-2hrs a week/fortnight
Location	Mid North Coast
Category	Working in our Services and Programs

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

Role purpose

Assist socially isolated people reconnect with their community. The program friendship is based on a partnership that is mutually beneficial.

Role responsibilities

- Visit the participant at least once a week/fortnight
- Accompany and encourage the participant to engage in activities that connect them back to their community according to their own preferences:: eg. Visiting library, community centre, recreational and social events and access transport options.
- Maintain regular communication with the Red Cross Social Inclusion Coordinator to discuss your visits and any concerns that may arise
- Respect the rights of participants to confidentiality and privacy
- Record and submit monthly reports to the Red Cross Social Inclusion Coordinator
- Model Responsible and appropriate behaviour with the participant

Knowledge, skills and experience

- A genuine interest in working with people experiencing mental health issues
- Show empathy for the mature aged, disadvantaged and socially isolated clients
- At ease working independently or as part of a team to share the workload
- Good communication and listening skills
- Caring, friendly, non-judgmental personality

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

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
