



Volunteer Role Description

Individual Support / Home Visitor

You will work with the Caring Neighbourhood Program (CNP) staff and other volunteers to support socially isolated people in the community. The program provides social opportunities that are based on companionship and friendship to enable people who are socially isolated through ageing or degenerative conditions to make meaningful connections within their local community.

Background:

Group activities are not always appropriate or desired for social connection. Some people may need or prefer an individual connection with a volunteer. A volunteer is matched with the person and the volunteer helps to facilitate the aims of the visit which (where possible) are led by the person to enable wellbeing outcomes.

Job Role:

Individual support / Home visitor

To engage in a social visit with a matched individual and foster a friendly and inclusive environment to enable social connections. The purpose and frequency of the visits will be decided on between the person being visited and the volunteer.

Location(s): Individuals homes; Venues in the community as arranged

Key tasks (may include):

- Set clear boundaries and aims of visit together with the individual in terms of available time and types of activities. CNP staff will assist.
- Organise a time for a visit to the individuals home or a mutually agreed location
- Phone person to confirm time to visit.
- Support the individual with an activity in the community, this may be pre-arranged with CNP staff
- Spend meaningful time together to meet the goals of the visit
- Reporting time, progress and any issues to CNP staff
- Inform staff immediately if they don't respond to the door on for a pre-arranged visit.

Benefits to the volunteer:

- Meeting new people
- Networking with other volunteers and your community
- Learn new skills and knowledge
- Contribute to the well-being of older persons in the community

Essential requirements:

- All CNP volunteers require a current Police Screening. This can be arranged through the CNP coordinator after an interview, and will be updated when required.
- Attend CNP and City of Victor Harbor Induction training.
- Attend mandatory Manual Handling Training every 2 years

If required to drive to transport people:

- Attend Mandatory Driver Awareness training every 2 years.
- Hold a relevant South Australian drivers licence for the required vehicle
- Provide a Medical Clearance to drive, signed by a medical practitioner
- Sign a "use of private vehicle" declaration every year.

Desirable Characteristics:

- Attending regular meetings to contribute ideas and feedback about the program and its activities
- Attend desirable training as per CNP training calendar. EG: Dementia awareness, Grief and Loss, Professional Boundaries.
- Be interested in people who are unable to maintain social connections
- To be empathetic of clients issues and needs
- To ensure that client information remains confidential
- To have capacity to be committed yet flexible
- To respect differences in cultures, abilities and backgrounds
- Have an open communication style
- To be patient and a good listener.
- Able to work as part of a team

Work Health and Safety

- Participate in an orientation process.
- Be aware that Council has Work Health and Safety policy and procedures.
- Ensure personal adherence to the Work Health and Safety Act.
- Take reasonable care to protect his/her own health and safety at work.
- Contact supervisor if they are unwell to minimise spread of any infections from volunteer to others.
- Ensure that they do not endanger any other person through any act or omission at work.
- Ensure that correct use is made of all equipment provided for health and safety purposes.
- Obey all instructions to protect their own personal health and safety and the health and safety of others.
- Ensure that if they are transporting passengers in a vehicle, they must have no alcohol or illegal drugs in their system.
- Be aware of Council's accident reporting procedure and report all accidents or incidents to CNP staff.
- Be aware that Council has a Code of Conduct Policy and that the volunteer has a responsibility to ensure that their behaviour is appropriate at all times.

**To find out more about the role and have an informal chat,
please call the Caring Neighbourhood Program on 08 8551 0544.**