



**Chester Hill Neighbourhood Centre Inc.  
COMMUNITY VISITORS SCHEME  
VOLUNTEER POSITION  
DESCRIPTION**

Hours of attendance: Minimum 1 hour per fortnight minimum,  
(Check with the aged care home for visiting times)

Responsible to: Aged Care and Volunteer programs Coordinator Selina Rogan

Organisation: Chester Hill Neighbourhood Centre Inc.  
Phone: 9645 3700 Fax: 9645 3383

Email: [agedcarevolunteer@chnc.org.au](mailto:agedcarevolunteer@chnc.org.au) Web: [www.chnc.org.au](http://www.chnc.org.au)

**Duty Statement:**

The Volunteer is designated to a resident in a Local Aged Care Home. The volunteer is responsible for conducting a conversation/discussion and/or motivation when visiting the resident two hours per fortnight to be a companion. The one hour per fortnight may be broken up into two half hour visits. The residents may be from a variety of ethnic backgrounds. Residents are mostly frail people and/or have a disability or other special needs and a 'Resident Profile' is obtained from the Aged Care Home to assist with your role as a volunteer visitor.

Community visitors assisting in activities/reminiscing/communication/information will enable their resident to increase in confidence and self-worth, enjoy conversations and help improve their quality of life.

**The volunteer rights are:**

- To receive a job description
- To have orientation into the organisation
- To be provided with information about your volunteer role with the Community Visitors Scheme
- To know to whom they are accountable
- To receive clear and concise written instructions on do's and don'ts
- To receive information on a resident to enable duty of care requirements to be met
- To be respected and supported (Support Group Meetings are held bimonthly)
- To say no to unaccepted tasks
- To be linked to others undertaking similar roles and valued as a team member
- To be offered the opportunity to attend information, training and support sessions
- To be informed of any change of circumstances re; the person they are visiting
- To have their complaints and concerns addressed
- To work in a safe and healthy environment. The person conducting a business or undertaking (PCBU is a WH&S term) has a primary duty of care to ensure workers and others are not exposed to a risk to their health and safety.
- Not to be exploited
- To have training and access to resources
- To be interviewed and engaged in accordance with the EEO and Anti-Discrimination Legislation.
- To be adequately covered by insurance
- To have access to grievance procedures
- Not to do the work of paid staff during industrial action or other work related discrepancies'.

### **The volunteer responsibilities are:**

- Complete and sign visitors "Record Sheet", sign in Aged Care Home visitors book and the exercise book provided in the Aged Care Home
  - Visit at least fortnightly
  - Organise your topics for discussion each visit.
  - Arrange occasional special visit if requested e.g. birthday visit.
  - Ensure that your resident has the opportunity to speak.
  - Encourage the resident if they are hesitant at trying out their skills. (You may need staff from the homes to assist in this area).
  - To follow the Do's and Don'ts in the Community Visitors Scheme 'Memorandum of Understanding'
  - To inform your CVS Coordinator in writing of any change of status in regards to your National Criminal History Police Check (generally referred to as a "Police check" (i.e. any criminal charges or convictions).
  - Work Health and Safety - Ensure Work Health & Safety 2011 (Previously Occupational Health & Safety 'Act 2001') applies at all time. Volunteer duties – A volunteer has the same WHS duties as a worker. This includes:
    1. taking reasonable care for their own health and safety
    2. taking reasonable care for the health and safety of others
    3. complying with any reasonable instruction by the PCBU
    4. complying with any reasonable policies and procedures of the PCBU
- Refer to <http://www.workcover.nsw.gov.au/NEWLEGISLATION2012/Pages/default.aspx> or see your Coordinator if for updates.

### **Skills and Requirements**

- A basic command of the English language and/or able to translate for Non English speaking residents.
- An interest in working with the aged, people with dementia, people with a disability and from different cultural background
- Experience or willingness to be trained.
- Agree to and complete a National Criminal History Police Check and complete a Statutory Declaration according to Chester Hill Neighbourhood Centre (CHNC) requirement and guidelines and requirements from the Department of Social Services.
- Commonsense approach
- Sound communication and listening skills
- Maturity and personal attributes are considered
- All volunteers must comply with the 'Memorandum of Understanding' Code of Behaviour and refer to the Community Visitors Scheme handbook when necessary.
- To be able to volunteer in a role that requires different level of communication
- It is preferred that visitors are aged 18 years and over as there is a signed Memorandum of Understanding that could be legally binding. The project coordinator will assess the appropriateness of a person/student aged between 16 and 18 year and which requires parental consent and/or Statutory Declaration.

### **Confidentiality, privacy and dignity**

As a Volunteer, your Coordinator will support you in understanding and practicing confidentiality and respecting privacy and dignity.

Confidentiality includes avoiding discussion of personal details with other visitors, family and the wider community.

Privacy can include both maintaining confidentiality and respecting the resident's right to maintain control of issues they consider to be personal. For example: This may include respecting a resident's privacy during dressing or toileting, respecting the resident's right to discuss any issues they may not wish to discuss or any related issues.

Interested person/s completing the Volunteer application give consent to CHNC and your Coordinator to release relevant information to the required Government Departments (e.g. Department of Social Service), aged care provider and associates relating to the Aged Care Act guidelines.

### **National Criminal History Police Record Checks**

National Criminal History Police Record Checks certificated are valid for three years under CHNC guidelines. If at any time the volunteers situation and criminal history changes or is pending due to court proceedings your Coordinator must be notified immediately and you are not to continue to visit the aged care home until further notification by our organisation.

### **Important Key Features of our Insurance Policy**

Chester Hill Neighbourhood Centre Inc. Community Visitors Scheme volunteers are covered through our insurance; however, any other person or child who goes with/or attends the visits with the CVS volunteer are not covered under our insurance cover.

### ***What You Are Not Covered For***

There are certain times when there is no cover under either the Group Personal Accident policy or the Group Personal Accident and Sickness policy, which, means we may refuse to pay your claim.

We do not cover injury or sickness which;

- Results from any pre-existing condition which is a condition you were aware of or sought treatment for prior to the commencement of the policy;
- \* *Pre existing conditions* – means: in respect of injury, a condition which the Insured Person was aware of (whether diagnosed or not) or has sought treatment prior to the inception of his or her Policy.
- \* *Injury* – means: a bodily injury as defined in the policy wording. It does not include any disease, Injury or condition that exists before the accident.
- \* *Sickness* – means; an illness or disease, which is not, a pre-existing condition.

### **Volunteer expenses**

At Chester Hill Neighbourhood Centre Inc. Community Visitors Scheme you are required to visit /contact your resident/s for 2 hours per fortnight (minimum) preferably one hour per weekly and a token payment of \$7.00 (only) is made to each volunteer for expenses connected with visiting their designated resident at the aged care home (unless otherwise informed that no payment is required). A maximum of 10 visits per six months or 20 visits per year is paid.

These amounts are sent out by mail on a quarterly basis in January, April, October and July. The CVS 'Record of Visit' sheets are important and visits/ contact to the resident or Aged Care Home must be recorded onto these sheets for token amounts payable.

### **Duty of Care**

Duty of care is duties to take reasonable care to avoid injury to another person and yourself or damage to property as a result of action or inaction. In simple terms, this is a duty of care not to be careless or negligent. A Community Visitor's duty of care includes using commonsense and exercising reasonable caution in any activities undertaken with the resident.

For more details, contact the Aged Care and Volunteer Programs Coordinator Selina Rogan on 9645 3700 (Monday to Friday)

Thank you for becoming an Aged Care Volunteer Worker!

Selina Rogan  
Aged Care and Volunteer Programs Coordinator  
Chester Hill Neighbourhood Centre Inc.