



ABN: 62 023 599 895

SOCIAL SUPPORT PROGRAM VOLUNTEER POSITION DESCRIPTION

Responsible to: Aged Care & Volunteer Programs Co-ordinator OR
Social Support Worker (Aged)

Organisation: Chester Hill Neighbourhood Centre Inc.
Phone: 9645 3700 Fax: 9645 3383
Email: agedcarevolunteer@chnc.org.au
Web: www.chnc.org.au

Duty Statement:

The volunteer is responsible for providing social support for care recipients for at least two hours per fortnight. The two hours per fortnight may be broken up into four half hour visits or two one-hour visits. The clients may be from a variety of cultural backgrounds. Aged care recipients are mostly frail aged people and/or have a disability or other special needs.

Volunteers assisting in activities/reminiscing/communication/information will enable the care recipient to increase in confidence and self worth, enjoy conversations and help improve their quality of life and independence.

The volunteer rights are:

- To receive a role description
- To have orientation into the organisation
- To be provided information about the Social Support program
- 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 client to enable duty of care requirements to be met
- To be respected and supported
- To say no to unacceptable 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 regarding the client they are matched with
- To have their complaints and concerns addressed
- To work in a safe and healthy environment
- Not to be exploited
- To have training and access to resources
- To be interviewed and engaged in accordance with EEO and anti- discrimination legislation
- To be adequately covered by volunteer insurance
- To have access to grievances procedures
- Not to do the work of paid staff during industrial action

The volunteer responsibilities are:

- To complete the running sheets

- Contact the Coordinator, Social Support worker or supervisor in case your activity/volunteer work cannot be attended
- To abide by Chester Hill Neighbourhood Centre Inc. policies and procedures
- Ensure Work Health and Safety 'Act 2001' is applied at all time. Minimising the risk of harm to yourself and any other person at all times whilst volunteering.
- To follow the do's and don'ts of the Social Support program
- To inform your Coordinator or Social Support Worker in writing of any change of status in regards to your National Criminal History Police Check (i.e any criminal charges or convictions)

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 in Aged Care or Community Services.
- Agree to and complete a National Criminal History Police Check and/or a Statutory Declaration according to the Program guidelines and requirements from the Department of Social Services.
- Commonsense approach
- Sound communication and listening skills
- Maturity and personal attributes are considered
- To be able to volunteer in a role that requires different level of communication
- It is preferred that volunteers are aged 18 years and over as there is a signed Memorandum of Understanding by the volunteer 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 Social Support Worker 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 client'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.

Volunteer applicants agree or disagree to give their consent to release relevant information to Department of Social Services and Ageing, Disability and Home Care and other relevant agencies.

National Criminal History Police Record Checks

National Criminal History Police Record Check certificates are valid for three years. If at any time the volunteer's situation and criminal history changes or is pending due to court proceedings the Co-ordinator or Social Support Worker must be notified immediately and you must not continue to visit clients until further notification by the organisation.

All volunteers must comply with the 'Memorandum of Understanding' and refer to the Volunteer Handbook and Client Handbook for service delivery.

Important Key Features of our Insurance Policy

Chester Hill Neighbourhood Centre Inc. Community volunteers are covered through our insurance; however, any other person or child who goes with/or attends activities relating to volunteering are not covered under our insurance cover.

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.

Expenses

Expenses include

- Use of vehicle/Public transport or volunteering in an activity to and from the service: we provide a contribution/token payment of up to a maximum of \$7 per occasion/day (52 occasion's per year) or the cost of parking for the hours work.
- Full comprehensive insurance must apply to use you car and insurance papers are to be copied and kept by the worker on an annual basis. A copy of your current license is also to be provided.
- A volunteer contribution/token payment of \$7.00 is provided to volunteers actively assisting with the social support program over 4 hours.

Duty of Care

Duty of care is a requirement, 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 Social Support's duty of care includes using commonsense and exercising reasonable caution in any activities undertaken with the a care recipient/client.

Thank you for becoming a volunteer.

Selina Rogan
Aged Care Co-ordinator
Chester Hill Neighbourhood Centre Inc.