

doncare

Position Description

Position Title	Aged Care Volunteer Visitors Scheme (ACVVS) Volunteer
Reporting to	Team Leader, Social Support Programs
Hours of work	Weekly visits preferred – minimum fortnightly
Program	Social Support
Position Location	Varies depending on match

About Doncare

Doncare is a not-for-profit organisation that provides support to families and individuals of all ages to access opportunities that will assist them in their daily living and enhance family functioning. Doncare provides high quality services in the areas of Counselling, Information and Crisis Support, Family Violence Services, Family Services and Social Support for Seniors.

Our talented team of staff, volunteers and students provide a range of carefully developed, targeted services to the community with respect, skill, and excellence. We foster strong partnerships and work collaboratively to establish and maintain financially sustainable, evidence based and innovative programs.

We identify emerging trends and work with the community to develop, implement, and improve a range of programs that respond to the diverse, persistent, and emerging challenges that impact our community.

Doncare receives funding from Local, State and Federal governments to operate several of our programs and utilises the proceeds of our two opportunity shops and the support of private donations, philanthropic trusts and the community support.

Vision, Purpose, and Values

Our Vision

A community where all people lead a dignified life and fulfill their potential.

Our Purpose

To create transformational change for our community through providing holistic, person-centred services which positively impact individual and collective health and wellbeing outcomes.

We will continue to build on over 50 years of history supporting the community across all life stages through a dedicated team of staff, volunteers and students.

Our Values

The following core values underpin and guide our culture, our practice, and our decision making.

Equity

We provide accessible and inclusive services which recognise the inherent dignity and human rights of every person.

Respect

We honour people's beliefs, values, diversity, and rights.

Self Determination

We champion and promote opportunities that enhance people's freedom and capacity to fulfill their social, cultural, and economic needs.

Empowerment

We provide resources and guidance to enable people to build their capacity and resilience to respond to life's opportunities and challenges.

Generosity of Spirit

We are committed to fostering connections and celebrating humanity through empathy, kindness and compassion.

Innovation

The needs of our community are often complex and constantly evolving. We are committed to leading edge practice and investing in innovation to ensure our services are as impactful as possible.

Role Overview

- To provide regular friendship and companionship to eligible aged care recipients of residential aged care or home care ('older people') who are socially isolated through regular one-on-one in person visits
- To enhance the quality of life of older people and help them to feel more connected with their community. To increase older people involvement in social activities.

Responsibilities

- Visit older people in their aged care home or their own home for one to two hours per week (minimum fortnightly visits). If using your vehicle in your volunteering role (this does not include driving to/from your place of volunteering) maintain comprehensive car insurance and advise the organisation if you are no longer able to drive for any reason
- Participate and complete all required training modules
- Additional training is available from time to time from various sources. You will be advised of any such training and invited to attend if you wish.
- Complete your monthly activity update in a timely manner to report on your volunteer activities
- Adhere to the residential aged care home conditions of entry and rules when entering for the purpose of an ACVVS volunteer visit
- Maintain clear boundaries with recipients
- Seek support from ACVVS Coordinator as required
- Inform the ACVVS Coordinator if you intend to cease visiting on a temporary or permanent basis

- Respect the rights of the ACVVS care recipient including confidentiality and privacy
- Work within the policies and procedures set out by Doncare
- Exercise a duty of care at all times
- Report unsafe visiting environments to the ACVVS Coordinator
- Notify the ACVVS Coordinator of any accident or incident that occurs whilst visiting
- Report any concerns regarding abuse or neglect of the care recipient to the ACVVS Coordinator immediately
- Comply with Public Health Orders for COVID-19 and influenza vaccination requirements
- Undergo a National Criminal History Record Check (commonly known as a 'Police Check')
- Provide contact details for two professional reference checks which will be completed prior to commencing visits

Eligibility

Any person over the age of 18 years who is willing to volunteer their time to provide friendship or companionship may apply to be an aged care volunteer visitor.

Diversity and inclusivity are important to Doncare. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds, LGBTIQ+ people, people with a lived experience of disability, to name a few.

Skills

The following skills are highly desirable in an ACVVS volunteer visitor:

- Genuine empathy and understanding of older people
- Good communication and listening skills
- Bilingual language skills (not essential)
- The ability to work independently and to maintain clear boundaries with recipients
- A commitment to developing a strong and ongoing relationship with older people and to the ACVVS program
- Willingness to act with integrity, respect, confidentiality, and dignity
- The ability to be flexible.

Health, Safety and Wellbeing

- Ensure compliance with the Occupational Health and Safety Act and Doncare's policies
- Contribute positively and proactively to the team and organisation wide Occupational Health and Safety activities

Once you have read the above information please sign and date below. A copy of this document will then be given to you for your records.

Name: _____

Signature: _____

Date: _____