DONCARE COMMUNITY VISITORS SCHEME (CVS)
VOLUNTEER VISITOR POSITION DESCRIPTION

Doncare is a not for profit agency that provides services to the most vulnerable and disadvantaged residents of Manningham and surrounding suburbs.

Doncare supports 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, Social Support, Family Services and Family violence recovery and practical assistance.

Doncare receives funding from local, state and federal governments. We also operate six opportunity shops and attract funds through the support of private donations, philanthropic trusts and the community sector.

For over 20 years, the Doncare **Social Support for Seniors** program has been providing innovative, exciting and well-supported opportunities for socially isolated seniors to access social groups and outings whilst living in their own homes. The aim of the program is to enhance their independence, their personal wellbeing and enjoy friendships. The **Community Visitor Scheme** takes the next step by providing one to one volunteer visitors to seniors who receive Government subsidised Aged Care Services either in the form of a Home Care Package provided in the persons home or care provided in a Residential Aged Care Home.

ROLE:

Doncare Community Visitors Scheme (CVS) Volunteer Visitors will be matched with and regularly visit an older person (Recipient) who is socially isolated and lonely either in their home or a Residential Aged Care Home. The visitor will connect with the Recipient providing one to one companionship and friendship. Volunteers will be matched with a Recipient with similar interests or background as a starting point for building an ongoing connection.

RESPONSIBLE TO: Doncare Social Support Manager

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AN AUSTRALIAN GOVERNMENT INITIATIVE

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TASKS:

- Visit the Recipient weekly (preferred) but at a minimum, once a fortnight
- To commit to being a volunteer visitor for at least 12 months
- Provide the Recipient with an enjoyable experience whilst visiting paying particular attention to the Recipient's interests and abilities
- Undertake activities that are appropriate and meet the needs of the Recipient considering their interests and needs, this may include, listening to music, reading or listening to a book, watching a TV show, playing cards or board games, reminiscing or simply having a chat etc
- Record and submit monthly reports of visits undertaken to the Doncare Social Support Manager in a timely manner
- Report any accidents, incidents or other concerns that may occur, including concerns or issues of the Recipient, to the Social Support Manager or Community Visitors Scheme and Social Support Coordinator as soon as possible
- Respect the Recipient's privacy and confidentiality, including the safe keeping of written confidential personal information.
- Participate in supervision by individually meeting with the Manager as required
- Attend team meetings and training

QUALIFICATIONS:

- Sensitivity to the needs of older people, including older people from diverse backgrounds
- Genuine empathy, understanding and enjoyment of older people and their individuality and life time of experience
- Ability to socialise, listen and communicate well with older people
- Willingness to work as part of a team
- Ability to encourage the Recipient's independence where possible and relevant

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OTHER REQUIREMENTS AND INFORMATION:

- Volunteers are not to consume alcohol or drugs or other substances that adversely affect conduct whilst performing their CVS Volunteer Visitor duties. Our Duty of Care requires that all our volunteers must have a zero blood alcohol and illegal drug level prior to and during service delivery
- If for any reason you are using your vehicle to transport a Recipient, you must comply with Doncare's Safe Driving Policy, and register your car details with Doncare including Registration and Comprehensive insurance. The volunteer must keep their car in a road worthy condition and drive in a safe manner, obeying all road laws. Volunteers must advise Doncare if they: change their vehicle, their vehicle no longer has comprehensive insurance/change insurance company or are no longer able to drive for whatever reason
- Volunteers are responsible for payment of any fines incurred during their volunteer duties
- Volunteers must advise Doncare if they have any health issues which may preclude them from visiting. A doctor's certificate may be requested to provide evidence that the volunteer is fit to perform their duties again.
- In addition to specific Doncare CVS training, additional training opportunities become available from time to time from various sources. You will be advised of any such training and invited to attend if you wish.