

POSITION DESCRIPTION

| | |
|------------------------|-----------------------------------|
| Position Title: | Social Support Volunteer |
| Department: | Community and Customer Experience |
| Division: | Community Care |
| Date: | May 2023 |

Position objective

The role of the Social Support Volunteer is to assist in the delivery of planned activities and services for vulnerable and/or socially isolated older people and people with disabilities conducted by the Social Support program at the Black Rock Activity Centre (BRAC) or external venues.

Duties and responsibilities

- Assist the staff at BRAC in facilitating activities within the cent and bus outings as required and in accordance with the procedures outlined in the Social Support Volunteer Handbook.
- Carry out tasks in a manner that is compliant with Councils' policies and procedures as outlined in the Volunteer Handbook.
- Where relevant, use specialised skills or talents (such as playing music, cooking or craft making) to engage Social Support clients.
- Assist staff to encourage participants to meet their agreed goals whilst attending programs at BRAC or other venues.
- Promote inclusiveness by encouraging client participation in activities.
- Assist in the kitchen and with food and beverage serving as agreed.
- Report any concerns regarding the health of clients to the Program Assistants or the Social Activities and Community Transport Team Leader.
- Follow Occupational Health and Safety guidelines in relations to all aspects of the role.
- Report any identified hazards, incidents, accidents or near misses to the Social Activities and Community Transport Team Leader.
- Participate in volunteer information and training sessions as required.

Organisational relationships

Reports to: Social Activities and Community Transport Team Leader

Internal Contacts: Social Support Program Assistants
Social Support and Community Transport Administrative Officer
Other Community Care and Council staff.

External Contacts: Community Care clients, their carers and families.

Interpersonal skills

- Excellent communication skills.
- Ability to relate to older people including those with cognitive impairment, people with disabilities and their carers.
- A sensitivity and ability to respect differences and relate to people from a wide range of cultural, social and intellectual backgrounds.
- Reliability and ability to work cooperatively in a team environment.
- Have patience, empathy and understanding.
- Ability to maintain privacy and confidentiality of client information.

Conditions of employment

- Satisfactory completion of a Police Check, Working with Children Check and two reference checks.
- Ongoing police checks every three years.

Other requirements

- Willingness to commit to a minimum of one shift per week or fortnight on an ongoing basis.
- At least two doses of COVID-19 vaccination unless a valid exemption applies.