

POSITION DESCRIPTION



Department: Aged Care and Inclusion Team
Position: Social Support (LIFE) Volunteer
Reports to: Volunteer Coordinator & Social Inclusion Coordinator
Time Commitment: 1 meeting per week. Each meeting 1-2 hours.

NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

Vision: A fair and inclusive community					
Mission: Providing exceptional services that support people to improve their lives					
Values:	Courage	Integrity	Choice	Innovation	Collaboration

POSITION

The LIFE Social Inclusion Program stands for:

- L:** Laughter
- I:** Inspiration
- F:** Freedom
- E:** Excitement

The Program enables older citizens to enjoy their life by engaging with passions old and new. This can include going to the movies, libraries, museums, nurseries or community gardens, attending shows and exhibitions, undertaking hobbies such as knitting, craft, painting, cooking, gardening, having a cup of tea/coffee, going to cafes, shopping etc.

Our volunteers regularly meet with an older citizen to support them in undertaking day to day tasks and engage in various activities. Volunteers are matched with clients based on their shared interests and personality and meet once a week for up to two hours. This program especially requires socially orientated and empathetic volunteers. In some instances we ask our volunteers to transport clients in their own vehicle as client mobility can be limited.

KEY SOCIAL SUPPORT VOLUNTEER RESPONSIBILITIES

- Regularly meet with an older citizen to support them in undertaking day to day tasks and engage in community activities.
- Uphold the values of commitment and reliability while respecting the confidentiality and privacy of participants at all times.
- Conduct each outing in a professional, competent and caring manner.
- Respect the independence of program participants.
- Contact staff immediately if you have any concerns relating to the health or wellbeing of program participants.
- Arrange to meet at mutually agreed times and notify Northside of any changes.
- Understand and follow all guidelines, policies and procedures provided by Northside.

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- Undertake Volunteer Induction and Training.
- Complete a monthly report on how many visits/hours are completed and provide feedback on your volunteer experience by completing a quarterly evaluation report.

REQUIREMENTS OF THE POSITION

- Be committed and reliable.
- Ability to work with people from culturally and linguistically diverse backgrounds with a variety of abilities.
- Ability to work independently and take responsibility for own actions and behaviour and how this impacts on others.
- Ability and willingness to learn and accurately follow all relevant Northside policies, procedures and processes.
- Respect confidentiality and privacy of LIFE participants.
- Adjust to changing work requirements in a positive manner.
- Be open to feedback from social group clients and Northside staff.
- Undergo a *Police Check* (done during induction).
- Hold a current *Working with Vulnerable People Card* (applications free for volunteers [WWVP Registration - Access Canberra](#)).

BENEFITS OF VOLUNTEERING@NORTHSIDE

- Play a key role in developing the skills and improving social networks and health outcomes for older citizens.
- Develop your skills in providing social support.
- Broaden your social network.
- Kilometre reimbursement.
- Provide work references.
- Access training and development opportunities.
- Make a difference and contribute to your community.

CONTACT US

To express interest, please do not hesitate to contact Clinton our volunteer coordinator via:

- Email: volunteer@northside.asn.au
- Phone: 6171 8028