

POSITION DESCRIPTION



Department: Aged Care and Inclusion
Position: Shopping Bus Volunteer
Reports to: Social Inclusion Coordinator
Time Commitment: Monday and/or Friday 8am – 2pm

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

PROGRAM DESCRIPTION

Northside’s shopping bus connects its clients to the community by picking them up from their homes and dropping them off at various shopping locations around Canberra. The bus helps elderly members of the community not just access the shops, but also forge and maintain strong friendships. Many of our bus participants end up spending the day chatting with each other and our own staff, wandering the shops or enjoying local cafés.

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A volunteer is required to provide support to our transport drivers and assist our clients in navigating the bus and the shops safely. The volunteer will assist clients getting on and off the bus, getting around the shops, carrying bags into client’s homes and providing general social support such as engaging in conversation. The shopping bus runs on Mondays and Fridays from 8am – 2pm. We are seeking volunteers available on either one or both of these days to help out. Volunteers should be patient, caring, sociable and willing and able to work with elderly clients from a range of backgrounds.

KEY SOCIAL SUPPORT VOLUNTEER RESPONSIBILITIES

- Assist clients hop on and off the bus.
- Help clients into and out of their respective seats.
- Ensure clients return to the shopping bus in time for departure.
- Assist to carry client’s bags and other belongings into their homes.
- Help clients with mobility get around the shops.
- Willingly engage in conversation with all clients.

NORTHSIDE VOLUNTEER QUALITIES

- Be committed and reliable.
- Ability to work with people from culturally and linguistically diverse backgrounds with a variety of abilities.

POSITION DESCRIPTION



- 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 social group clients.
- Flexible, non-judgemental and respect individuality.
- Adjust to changing work requirements in a positive manner.
- Be open to feedback from social group clients and Northside staff.

REQUIREMENTS

- Complete a monthly report on number of visits/hours of volunteering completed per month.
- Provide feedback on your volunteer experience by completing a quarterly evaluation report.
- Must be able to travel independently to and from Northside offices in Dickson.
- Long-term commitment to attending at least one outing per week.
- Hold a current *Working with Vulnerable People Card* (applications free for volunteers [WWVP Registration - Access Canberra](#)).
- Undergo a *Police Check* (done during induction at Northside's cost).
- Hold or be willing to attain a *First Aid Certificate* (at Northside's cost).

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.
- 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