

POSITION DESCRIPTION



Department: Community Services
Position: Social Group Volunteer
Reports to: Social Inclusion Coordinator, Aged Care and Inclusion Team
Time Commitment: Varied hours on either Tuesday or Friday

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 OBJECTIVE

Northside's Social Inclusion Groups support older citizens engage in community activities to promote health and wellbeing. As part of the program we have an 'explorers group' at Northside's Dickson offices on Tuesdays where clients learn about and partake in activities associated to nations around the world. On Friday's clients are taken on social outings around Canberra. Typical outings could include attending Floriade, visiting the museum and galleries, picnics at the lake or Cotter Dam, shopping at Ikea etc.

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Social Group Volunteers assist our bus driver to transport clients to and from outings and support participants with mobility while out and about. This includes pushing wheelchairs, helping to carry bags and making tea and coffee.

A key part of the position is providing social support. As part of the role we hope to find volunteers with outgoing personalities who love to socialise with the clients and are willing to make friends and engage as much as possible. We are therefore seeking outgoing and charismatic volunteers who love getting out and about, helping out and having a great chat with group members

KEY SOCIAL SUPPORT VOLUNTEER RESPONSIBILITIES

- Assist the social group bus driver in transporting clients to and from outings.
- Support social group clients with mobility while out and about.
- Conduct each outing in a professional, competent and caring manner.
- Provide social support to social group clients.
- Respect the independence of social group clients.
- Contact staff immediately if you have any concerns relating to the health or wellbeing of program participants.
- Document all kilometres travelled for reimbursement purposes, if required.
- Complete a monthly report on number of visits/hours of volunteering completed per month.
- Follow all guidelines, policies and procedures provided by Northside.
- Undertake Volunteer Induction and Training.

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NORTHSIDE VOLUNTEER QUALITIES

- 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 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.

QUALIFICATIONS AND EXPERIENCE REQUIRED

- Current *Working with Vulnerable People Card* (applications free for volunteers [WWVP Registration - Access Canberra](#)).
- Undergo a *Police Check* (done during induction).
- Must be willing to do a *First Aid Certificate*

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