

## POSITION DESCRIPTION



<b>Department:</b> Community Services
<b>Position:</b> iSeniors Volunteer
<b>Reports to:</b> Social Inclusion Coordinator – Aged Care and Inclusion Team
<b>Time Commitment:</b> Meet with iSenior participant for one hour on a regular basis (maximum of once per week/per participant).

### NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

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

### PROGRAM OBJECTIVE

The iSeniors Program aims to assist older Canberrans in developing technical (ICT) skills. These skills typically include the basic use of computers, mobile phones and tablets, accessing government and other information/service websites, using social media such as Facebook and SKYPE and using computer programs. We hope to 'graduate' our participants so that they can independently access and use the technology, fostering a more socially inclusive and connected community.

### KEY ISENIORS VOLUNTEER RESPONSIBILITIES

- Regularly meet with an older Canberran in their home, a residential facility or a public facility such as a library or school to provide ICT information and skills development.
- Conduct each training session in a professional, competent and caring manner.
- Uphold the values of commitment and reliability while respecting the confidentiality and privacy of program participants at all times.
- Respect the independence of program participants and support their learning in ICT skills.
- Provide social support to program participants.
- Follow all guidelines, policies and procedures provided by Northside.
- Undertake Volunteer Induction and Training.
- 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.
- Complete a monthly report on number of visits/hours completed and provide feedback on your volunteer experience by completing a quarterly evaluation report.
- Document all kilometres travelled for reimbursement purposes, if required.

### NORTHSIDE VOLUNTEER QUALITIES

- Committed and reliable.

- Flexible, non-judgemental and respectful of individuality.
- Adjust to changing work requirements in a positive manner.
- Open to feedback from iSeniors participant and Northside staff.
- Share the vision, mission and values of Northside.

### **ISENIORS VOLUNTEER REQUIREMENTS**

- Hold a general knowledge of computers, mobile phones, tablets, accessing government and other information/service websites and using social media such as Facebook and SKYPE and computer programs.
- Ability to work and communicate with a diverse range of older Canberrans from various backgrounds in a way that facilitates skill development and social engagement.
- 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.
- Hold a current *Working with Vulnerable People Card* and have access to transport.
- Willing to obtain a *Police Check* (done at induction at Northside's expense)

### **BENEFITS OF VOLUNTEERING@NORTHSIDE**

- Play a significant role in developing the technical skills and widening the social networks of older citizens.
- Develop your own social support and teaching skills.
- Attain references to be used for work or other relevant applications.
- Opportunities to access the training and development activities offered by Northside.
- Kilometre reimbursement.
- Be part of the dedicated, caring and supportive Northside team!

### **CONTACT US**

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

Email: [volunteer@northside.asn.au](mailto:volunteer@northside.asn.au)

Phone: 6171 8028