



Community Visitor Volunteer

Program: Lifestyle Services

Volunteer Program Contact:

Name	Brittany Campbell
Position	Coordinator – Volunteer Program
Phone	6293 6379
Email	brittany.campbell@commsatwork.org

Program Supervisors / Contacts:

Name	Hope McMahon
Position	Lifestyle Services Manager, Seniors & Transport
Phone	6126 9013
Email	Hope.mcmahon@commsatwork.org

Name	Jaimi-Lee Morris
Position	Lifestyle Services Coordinator, Seniors & Transport
Phone	6126 9613
Email	Jaimi-lee.hacker@commsatwork.org

Times and Location:

Volunteering will take place in the homes of clients living in the ACT. Times are flexible, with a minimum commitment of one visit per fortnight required. The length, day and time of visits will depend of the volunteer and client's availability.

About the Program:

The Community Visitors Scheme is Commonwealth program and is funded by the Department of Social Services with service delivery provided by Communities@Work.

Through the program, volunteers are matched with elderly clients whom they visit in their own homes on a regular basis in order to provide companionship. The goal of the scheme is to improve the quality of life for clients who may be socially isolated or lonely.

Our Vision

A resilient and socially inclusive community that cares for the well-being of all.

Our Mission

To deliver quality community services of social value and practical benefit.

Our Values

Trust, Integrity & Transparency:

We earn the confidence of the community by instilling these qualities throughout every aspect of Communities@Work.

Respect for All:

We respect everyone we deal with, care about everyone in the community and value difference and diversity.

Flexibility & Responsiveness:

We are adaptive and agile in pursuing the vision of Communities@Work, with a proactive approach to change and progress.

Quality & Innovation:

We are committed to excellent service delivery, underpinned by continuous improvement and innovation.

Affordability & Sustainability:

We ensure our services are relevant and appropriate as we build our capacity for a sustainable future.

Duties:

- Visiting client on a regular basis – at least once per fortnight - for conversation, friendship and enjoyable activities
- Committing to volunteering with the program on a regular basis for a minimum of six months
- Maintaining contact with the coordinator of the program, including providing regular updates on visits
- Attending regular volunteer support meetings and training as required
- Reporting any possible dangers and/or accidents or injuries which may occur during time spent volunteering

Skills and Experience:

- Interest in spending time with elderly people
- Strong communication skills
- Strong understanding of boundaries and confidentiality

Qualities:

- Comfortable interacting with elderly and vulnerable people from diverse backgrounds
- Warm, friendly, outgoing and people focused
- Empathetic, compassionate and non-judgemental
- Punctual and reliable
- A willingness to work under supervision and direction
- Able to interact with Communities@Work's team members and stakeholders in a friendly, helpful and respectful manner
- Willing to accept Communities@Work's core vision, mission and values, and represent the organisation within the framework

Additional Requirements:

- Working with Vulnerable People Registration
- Police Check
- Attendance at a two hour Communities@Work Volunteer Induction
- Attendance at other training sessions as required including Program Area/Role specific orientation and training

Communities@Work has a vision for a resilient and socially inclusive community that cares for the well-being of all.



Aboriginal and
Torres Strait Islander
Inclusive

Proud Provider
of the
NDIS



CALD
Inclusive