

VOLUNTEER POSITION DESCRIPTION



Position Title:	Social Support Group Activities Assistant Volunteer
Directorate:	Community Services
Department:	Community Care
Location of Position:	Mackay Street Centre 6 MacKay Street, Springvale South Cooinda Centre 587 Springvale Road, Springvale South
Time commitment:	Volunteers would preferably commit to 3-4 hours once a week between the hours of 10am – 2pm
Reports to:	The first line of support will be the staff at the Social Support Group, followed by the Volunteer Program

Objective

Assist the Team Leader and Activity staff in carrying out the planned activities with clients.

Program Overview

Council's Social Support Group aims to maintain an older and/or disabled individual's ability to live at home and in the community, by providing a planned program of structured activities.

The activities are aimed at enhancing the skills required for daily living and providing physical, intellectual, emotional and social stimulation. They also provide opportunities for social interaction as well as respite and support for carers.

The program caters for people from diverse backgrounds and there are also special groups that cater for the physical, mental, cultural and linguistic needs of individuals.

Key responsibilities

- Assist clients with activities such as gentle exercise, craft, one to one conversations, crosswords, board games or quizzes.
- Accompany and assist clients on selected outings as directed by staff.
- Assist with serving morning tea, lunch and afternoon tea.
- Assist with other activities as requested by staff.
- Monitor clients and report to staff any concerns or issues.

Skills, experience and other requirements

- Punctual and reliable
- Empathy for the elderly
- Adhere to the Food Safety practices
- Update Food Safety training as needed
- Good communication and observation skills
- Respect for our diverse community
- Respect in all interactions
- Ability to work as part of a team and independently
- Ability to take directions from staff
- Awareness of safety issues
- Maintain client and organisation confidentiality
- A minimum commitment of 3 months is preferred
- Satisfactory police check - at Council expense
- Working with Children Check - may be required at no cost
- Adhere to the Occupational Health and Safety practices.

Organisational Requirements

- A committed volunteer, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.

The following general physical and functional requirements may apply to this position:

- Manual handling tasks eg lifting and carrying
- Prolonged periods of sitting / standing
- Long / short distance travel.

Volunteer Insurance

- Everyone is covered by Medicare.
- Many people have their own additional private cover and/or their pension benefits.
- In addition, Council has Personal Accident Insurance for registered volunteers who are between 16 and 90 years of age. Please note reduced cover for Covered Persons over age seventy five (75) years.
- Council's insurances do not cover individuals' private vehicles. We trust that volunteers' vehicles are comprehensively insured. Volunteers will be liable for any fines incurred whilst driving their own vehicle.

Additional information

- A current Victorian Driver's Licence is essential when you are required to drive a Council vehicle or your own vehicle.
- When using your own vehicle third party insurance is required.
- It is advisable to inform your insurance company that you will be using your car for volunteering activities for Council.
- Fully comprehensive vehicle insurance is recommended.

Support/training

Your first line of support is the staff at the Social Support Group, followed by the Volunteer Program.

A thorough induction of the service will be provided by a Social Support Group staff member or an experienced volunteer. On commencement new volunteers will be buddied with an experienced volunteer who will provide on-the-job training with the guidance of the program staff.

In addition, volunteers are offered access to a minimum of four training sessions throughout the year on a variety of topics which have been approved as applicable to volunteering roles within Council.

Two formal volunteer recognition events will be held annually.

All volunteers will be provided with a position description and name badge.

Other comments

Any parking or speeding fines are the volunteer's responsibility.

A satisfactory police check is essential (Council will cover cost for this check).

A Working with Children Check may be required at no cost.

Monitoring the clients and providing feedback to the program staff is a key responsibility of this role.

Council Volunteer Program contacts

Email: VolunteersProgram@cgd.vic.gov.au

Website: www.greaterdandenong.com

Phone numbers: 8571 5335 / 0408 579 587

Values

At the City of Greater Dandenong we have adopted a set of values we call 'REACH' which define who we are and how we interact with each other and our community. REACH stands for:

Respectful
Engaged
Accountable
Creative
Honest

GREATER DANDENONG AN ORGANISATION OF EXCEPTIONAL CHARACTER



- We **respect** and care about our community, each other and ourselves.
- We act with **integrity** at all times and in all matters.
- We take time to **listen** to and seek to understand the other point of view.
- We strive to understand and respect the **diversity** of our community and our workplace.
- We understand **our role** in the community and **respect** the responsibility that comes with it.



- We **listen** to our community and respond.
- We **work together** with our community and each other, to achieve the best outcome.
- We have the **confidence** to **challenge** the status quo, to reach for better outcomes.
- We are **action-oriented** in identifying and responding to new challenges.



- We are **proud** of our city, our community and our achievements.
- We spend our time and effort on **solutions** rather than looking for someone to blame.
- We take **responsibility** for our actions.



- We **care** about getting the best outcomes.
- We constantly ask: *What's the future and what's possible?*
- We have the **courage** to try new ideas.
- We strive for **excellence** in everything we do.



- We tell the **truth**, even when we know people may not want to hear it.
- We form our opinions and give advice from sound, **evidence based** research.
- We act with humility and apply the **highest standards** of ethical behavior to everything we do.

