

Volunteer Position Description



Position Details

Position title	Volunteer Visitor
Service	Aged Care Volunteer Visitor Program
Location	Various
Role type	Volunteer

Our vision

A compassionate, just and inclusive society for all.

Our mission

We walk alongside people in need, offering care and compassion and promoting choice, independence and community wellbeing.

Our values

Innovation, hope, integrity, compassion, justice, empowerment, respect.

Position Summary

As part of the Wesley Mission Queensland Aged Care Volunteer Visitor Program, Volunteer Visitors offer companionship, friendship, and social interaction through scheduled visits with older individuals. These individuals may be living in Residential Aged Care or at home receiving a government-subsidised Support at Home Care Package, who may be experiencing loneliness or social isolation. The role of the Volunteer Visitor is to enrich the recipient's quality of life through regular visits, which may include shared activities or assisting with small tasks within the recipient's residence.

Key Role Accountabilities

As part of the role, Volunteer Visitors are expected to provide:

- **Regular Visits:** Volunteer Visitors make regular visits (usually weekly or fortnightly) to an assigned recipient, providing companionship and engaging in conversations.
- **Commitment:** A commitment to regular visits for six months is typically required.
- **Relationship Building:** The goal is to develop a meaningful friendship and foster a sense of connectedness to recipients' individual community, culture and identity.
- **Activity Engagement:** Volunteer Visitors participate in activities with the recipient, such as reading, games, watching a movie, crafts, music, light tasks, light gardening, or just enjoying a coffee and a chat.
- **Record Keeping:** Volunteer Visitors are required to submit a small report on their visit activities when requested.
- **Communication and Support:** Volunteer Visitors are required to communicate with the Aged Care Volunteer Visitor Program staff about their availability and any changes or concerns they may have.
- **Training and Orientation:** Volunteer Visitors are required to complete orientation and relevant training.
- **Boundary Management:** It is important that Volunteer Visitors maintain clear boundaries and seeking support when needed.
- **Respect for Diversity:** Volunteer Visitors are required to respect the diverse backgrounds and experiences of the recipients.

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Supervision and Support

Volunteer Visitors are responsible to and are supported by Aged Care Volunteer Visitor Program staff, including the Coordinator and Engagement Officer. Volunteer Visitors must maintain open communication, reporting any changes or concerns to the Aged Care Volunteer Visitor Program staff.

Volunteer Visitors visiting a recipient in a Residential Aged Care facility are expected to volunteer under the direction of the Residential Aged Care Service Manager or delegate and follow all procedures applicable to that facility.

Volunteer Visitors visiting a recipient living in their own home with a Support at Home Care Package may be required to follow the direction of the recipient's Home Care team in certain circumstances. Any requirements or directions will be communicated via the Aged Care Volunteer Visitor Program staff.

Wesley Mission Queensland Volunteer Visitor Program staff can be contacted on acvvs@wmq.org.au or via the call Wesley Mission Queensland call centre on 1800 448 448.

Conditions

Volunteer Visitors:

- Do not provide services beyond those outlined in this position description.
- Do not replace paid staff.
- Do not provide services that are recognised as high risk to their safety or the safety of the recipient including direct feeding, personal care, distribution of medication, manual handling, taking the recipient on outings away from their residence or driving them in a private vehicle.
- Must work within the philosophies, policies, procedures, and Charter of Wesley Mission Queensland and agree to volunteer within the guidelines of the following Wesley Mission Queensland documents:
 - Volunteer Handbook
 - Volunteering Safely with Wesley Mission Queensland
 - Age Care Volunteer Visitor Boundaries
 - Volunteer Confidentiality Agreement.

Hours

Volunteer Visitors:

- Negotiate their visit time with their designated recipient prior to commencing their visits.
- Do not visit or contact their recipient outside of their agreed hours unless it is to cancel or to amend their scheduled visit time.

Education

Volunteer Visitors:

- Are expected to complete induction training and are provided with ongoing support.
- Are provided with the opportunity to be involved in further education opportunities through the Aged Care Volunteer Visitor Program.

Vaccinations and COVID-19 Safe Work Plan

Volunteer Visitors are required to:

- Provide proof of vaccination status as required by Legislation, Health Directives or Wesley Mission Queensland policy prior to commencement and throughout their engagement with us.
- Follow a COVID-19 safe work plan at all times while in their role.

Essential Competencies for the Role

As a Volunteer Visitor, you will be expected to:

- Have a general understanding of Wesley Mission Queensland and the people we support.
- Have an empathy and understanding for older people, including those who may be isolated, lonely, or from diverse backgrounds.
- Understand the role and responsibilities as outlined in this position description and apply yourself to the best of your abilities.



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- Interact positively with recipients, stakeholders, staff, and the public.
- Engage in meaningful conversations and actively listen to the recipient's needs.
- Maintain an open dialogue with the Aged Care Volunteer Visitor Program staff, communicating any changes or concerns and completing reports when required.
- Be prompt, reliable, and show a commitment to the role within the hours agreed to with the recipient.
- Complete all education required within the role.
- Have the required current security checks, licences, vaccinations, and documentation on file at all times.
- Have the ability and willingness to work within the philosophies, policies, procedures, and Charter of Wesley Mission Queensland and agree to volunteer within the guidelines of the following Wesley Mission Queensland documents:
 - Volunteer Handbook
 - Volunteering Safely with Wesley Mission Queensland
 - Age Care Volunteer Visitor Boundaries
 - Volunteer Confidentiality Agreement.

Other Capabilities and Attributes that Drive Success in the Role

Volunteer Visitors are expected to demonstrate an understanding and commitment to organisational vision, mission, and values. All Volunteer Visitors are expected to:

- Role model behaviours consistent with the Wesley Mission Queensland core values of integrity respect, empowerment, hope, justice, compassion, and innovation.
- Act in a responsible way that creates an environment where it is safe for all team members to contribute ideas, make suggestions and report any activities, behaviours or conduct that does not align with the Wesley Mission Queensland values.

Reconciliation Statement

Wesley Mission Queensland's vision for reconciliation is for all people to stand unified in an equal and inclusive future. We commit to enhancing opportunities for Aboriginal and Torres Strait Islander People and celebrating diversity.



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