



MOSAIC MULTICULTURAL CONNECTIONS



Funded by the Australian Government

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Aged Care Volunteer Visitors Scheme

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Position Description – for home visitors

Position: Volunteer for the Aged Care Volunteer Visitors Scheme

Place of work: Resident's home address

Position Reports to: ACVVS Program Co-ordinator

As a Volunteer Visitor your Responsibilities are to:

- Visit a designated resident at least twice a month in their own home.
- Enter your name and time of entering and leaving the premises in designated form.
- Wear your name badge when visiting resident.
- Fill out and send in visiting form at the end of each month to ACVVS Program Co-ordinator
- When possible attend support/training meetings
- Advise ACVVS Program Co-ordinator of any difficulties or problems you may be experiencing.
- Advise ACVVS Program Co-ordinator of inability to fulfil the 2 visits in the month (holidays/unwell) or if you intend to cease visiting resident.
- Establish appropriate relationship with resident.
- Abide by guidelines of the Aged Care Volunteer Visitors Scheme
- Abide by Mosaic MC Duty of Care, WH&S, Code of Conduct, Anti-discrimination, Privacy, Confidentiality and Grievance policies and procedures.
- Be aware of residents needs and their safety at all times
- Notify the ACVVS Program Co-ordinator of any accident or incident that occurs whilst visiting a resident.

As a Volunteer Visitor you are not permitted to:

- Become involved in resident's financial affairs
- Assist Aged Carer Recipient with personal care tasks, e.g., toileting.
- Assist Aged Care Recipient with taking of medication nor buy medication for residents.

- Assist Aged Care Recipient who cannot weight bear to transfer to or from a wheelchair or to or from a chair.
- Take an Aged Care Recipient out of their home without their or their next of kin consent, even for a walk or drive
- Take an Aged Care Recipient out of their home for a drive without prior permission of the ACVVS co-ordinator and providing a copy of your car registration, CTP, comprehensive insurance, plus a copy of your driver's licence.
- **Give Aged Care Recipient your personal contact information, e.g., phone numbers.**
- Give Aged Care recipient anything to eat or drink without discussing with ACVVS coordinator.

Time and Duration:

- As negotiated with the Aged Care Recipient. Length of visit can vary from 30 minutes to half a day.

Personal Skills and Abilities required for the position:

- A commitment to building and sustaining a friendship/companionship with older persons over an extended period of time
- A demonstrated genuine empathy and understanding of older people
- Demonstrated reliability and flexibility
- Effective communication and listening skills
- Ability to work independently
- Preparedness to seek advice as appropriate
- A warm and friendly manner
- Ability to abide by guidelines/policies and procedures
- Ability to establish appropriate relationship boundaries
- Commitment to privacy and confidentiality
- Flexibility relating to residents' personality or impairments
- Effective interpersonal skills
- Ability to treat residents as individuals and with dignity
- Be aware of your own wellbeing and not over-committing yourself

Benefits to the Volunteer:

- The satisfaction of knowing that you have brought joy, pleasure and improved the quality of resident's life.
- The opportunity to become a friend to an elderly resident.
- Opportunity to meet like- minded people at meetings / outings.
- Learn from professional speakers about various subjects to do with the ageing process
- Good support and follow up