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## MOSAIC MULTICULTURAL CONNECTIONS

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### Aged Care Volunteer Visitors Scheme

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#### **Position Description – for Aged Care Facility**

**Position:** Volunteer for the Aged Care Volunteer Visitors Scheme

**Place of work:** A designated Aged Care Facility (ACF)

**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 an Aged Care Facility.
- Enter your name in Aged Care Facility volunteer or community visitors book when entering and leaving the premises.
- Wear your name badge when visiting resident/facility.
- 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 – not the Aged Care Facility 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 and appropriate/working relationship with staff members of the Aged Care Facility.
- 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 resident's needs and their safety at all times.
- Notify the ACVVS Program Co-ordinator of any accident or incident that occurs whilst visiting a resident at an Aged Care Facility.

***As a Volunteer Visitor you are not permitted to:***

- Read resident's records or become involved in resident's financial affairs.
- Assist resident with personal care tasks, e.g., toileting.
- Assist resident with taking of medication nor buy medication for residents.
  
- Assist resident who cannot weight bear to transfer to or from a wheelchair or to or from a chair.
- Take a resident out of the Aged Care Facility without permission of the facility, even for a walk or drive.
- Take a resident out of the Aged Care Facility for a drive without providing Facility and the ACVVS co-ordinator with a copy of your car registration, CTP, comprehensive insurance, plus a copy of your driver's licence.
- **Give resident your personal contact information, e.g., phone numbers.**
- Give resident anything to eat or drink, without seeking advice of nursing staff, as the resident may be on a restricted diet or be a diabetic.

***Time and Duration:***

- As negotiated with the volunteer, resident, and the Aged Care Facility. 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.