

Position Description

Social Support Volunteer

Reporting to	Counselling Casework Team
Accountable to	Volunteer Services Coordinator, Counselling Casework Team Manager
Day/Time	2 hours per week or as negotiated
Location	Office: North Richmond Community Health, 23 Lennox St, Richmond 3121
Date issued	02 October 2018

Organisation Profile

North Richmond Community Health (NRCH) is committed to making healthcare more accessible and culturally relevant.

Our community health centre in Richmond provides a range of medical, allied health, dental and community services to clients from all backgrounds. We also provide specialist health services in other parts of Victoria, and work with health, government and community services around the country.

Position Objective

The position will contribute to the achievements of the organisation's aims and objectives by;

- Improving health and wellbeing through building social connectedness between client and volunteer

Key Responsibilities

- Provide support to client to access required services and other activities (eg. hospital or doctors' appointments, attending social groups, shopping, walking, and catching public transport).
- Work with Counselling Casework Staff Member to carry out individual client plan and provide feedback to direct supervisor
- Advise Counselling Casework Staff Member of any areas of concern. This includes the health and wellbeing of the client
- Respect the privacy of clients and their right to make their own decisions
- Not entering into a personal agreement with client eg. Making arrangements outside of agreed time/s or accessing client's house keys.
- Administrative duties if required
- Any other duties as directed by Counselling Casework Staff Member

Position Description Cont.

Essential Attributes and Qualities

Essential

- Ability to speak the English Language
- Sound communication and listening skills
- Previous experience and/or knowledge of working with older people and people from diverse cultural backgrounds
- Able to establish and maintain boundaries, have sound judgement and problem-solving skills and carry out tasks as negotiated with client and NRCH
- Able to practice confidentiality as well as respecting the client's privacy and dignity

Desirable

Ability to speak a community language

Other conditions

All volunteers of North Richmond Community Health Ltd are required to follow common conditions:

- In the case of inability to attend a rostered session, the Volunteer will undertake to contact Counselling Casework Staff Member as soon as possible.
- Due to the resources required for training it is preferable that prospective volunteers commit to NRCHL for at least a period of six months or more.
- All position descriptions are open to periodic review by Management in consultation with volunteer staff concerned.
- The successful applicant may be required to perform other duties as directed, in accordance with training, skills and experience.
- NRCHL provides a smoke-free environment, including within vehicles.

For additional conditions which cover all staff of the Organisation please refer to the NRCHL Policy and Procedures Manual in particular the Volunteer Coordination Program Policy and Code of Conduct.

NRCH IS AN EQUAL OPPORTUNITY EMPLOYER

NRCH IS A SMOKE-FREE WORKPLACE

Further Information

For enquiries relating to this position, contact:

Volunteer Services Coordinator | 9418 9893 | volunteer@nrch.com.au

www.nrch.com.au

