

## POSITION DESCRIPTION

### Residential Aged Care Volunteer

#### Overall purpose of the role:

To make a real difference to the lives of Catholic Healthcare clients by building a relationship aimed to promote their wellbeing and reduce isolation and loneliness. Giving time to an older person can empower them, improve their physical and mental wellbeing and build self-esteem.

#### Key Responsibilities

- To provide regular visits to a resident and establish an enjoyable and supportive relationship
- To deal appropriately with confidential and sensitive material
- Keep in regular contact with Recreation Activities Officer or Pastoral Care Co-ordinator as agreed
- To report any resident concerns staff on duty
- To complete any required core and ongoing training
- To ensure that boundaries between resident and volunteer are maintained
- Agree to read and abide by Catholic Healthcare's Volunteer Agreement, policies and procedures

#### Person Specification – Skills, Abilities and Attitude

- Have a keen interest in older people and be aware of their needs at all times
- Be patient, empathetic and non-judgemental
- Good communication skills including a clear speaking voice and ability to listen
- Be reliable, consistent and dependable
- Ability to work independently but know when to seek advice or report concerns
- We are especially interested to hear from potential volunteers who speak other languages as some of the older people we support do not speak English as their first language
- Be over 18 years of aged, unless agreed by Manager.

#### Role Duration and Commitment

We encourage volunteers to stay for a minimum period of one year, to make full use of the training and support offered and give them time to build a relationship with the person you are supporting. Depending on the needs of the resident, volunteer visitors commit to visit on a weekly, fortnightly or monthly basis, as agreed with staff. You will be matched with an older person for an agreed period, subject to review.

#### You will need:

- A National Police Check; this will be organised by Catholic Healthcare

#### Induction and training

All volunteers are provided with training, orientation and on-going support.

#### Benefits of volunteering with Catholic Healthcare

- Enhancing the lives of older people
- Meeting and working with new people
- The opportunity to develop new skills and interests
- Feeling part of a worthwhile organisation
- The opportunity to access participate in other volunteering roles

#### Expenses

Agreed kilometer/transport costs plus receipted 'out of pocket' expenses incurred during your volunteering will be paid in accordance the with Catholic Healthcare Volunteer Expenses policy.

#### To enquire about this role

<https://www.catholichealthcare.com.au/en/volunteers/how-can-i-can-i-be-involved/>

Email [volunteers@chcs.com.au](mailto:volunteers@chcs.com.au) or telephone 02 8876 2100 or 02 4757 8100 (Bodington Aged Care)