

# Volunteer – Social Support

## Service Requirements



<b>Immunisation required (as per NSW Health Policy)</b>	Workers in a role that has significant and regular direct contact with clients, as an integral part of the role must show evidence of immunisation status as per NSW Department of Health Policy and the ADSSI COMPACKS: Application Of NSW Health Directives Procedure.	
	<input type="checkbox"/> Category A: direct physical contact with clients in an Out of Hospital Care Service.	<input checked="" type="checkbox"/> Category B: no direct physical contact with clients in an Out of Hospital Care Service.
<b>NDIS risk assessed role</b>	Workers in a 'risk assessed' role must have an NDIS Worker Check (or make an application) before they can start work. See the NDIS risk assessed role table in the ADSSI Worker Probity Procedure.	
	<input checked="" type="checkbox"/> Yes, this is an NDIS risk assessed role	<input type="checkbox"/> No, this is not an NDIS risk assessed role
<b>Working With Children Check</b>	<p>Child-related work (including voluntary work) is:</p> <ul style="list-style-type: none"> <li>• providing services for under 18s</li> <li>• where the work normally involves being face to face with children</li> <li>• where contact with children is more than incidental to the work.</li> </ul> <p><a href="#">The legislation</a> lists sectors and services that are child-related work.</p> <p>If the role is not covered in the legislation and ADSSI believe it to be child-related work, application for a determination can be made to the Children's Guardian. This situation can arise if a worker is dealing with confidential records for a child, for example an administration person.</p> <p><a href="#">The Regulations</a> include exemptions to requiring a Working With Children Check, including providing personal care for a child with a disability.</p>	
	Working With Children Check required? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>Australian Nationally Co-ordinated Criminal History</b>	New employees and volunteers must provide an Australian Nationally Co-ordinated Criminal History that is less than 12 months old.	
	Australian Nationally Co-ordinated Criminal History required? <input checked="" type="checkbox"/> Yes	
<b>MyServiceNSW driving record</b>	Candidates for roles that involve driving of clients are required to provide a MyServiceNSW driving record that shows any history of offences recorded against their licence and is less than 30 days old.	
	MyServiceNSW driving record required <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
<b>BOAS Transport Safety Employee role</b>	Is this a BOAS Transport Safety Employee role? Position descriptions must include safety responsibilities for all persons involved in transport safety work.	
	<input type="checkbox"/> Yes, this a BOAS Transport Safety Employee role	<input checked="" type="checkbox"/> No, this is not this a BOAS Transport Safety Employee role

## General Requirements

<b>Organisational context</b>	<p>ADSSI Limited is a not for profit company limited by guarantee that provides a range of services to frail aged people, people living with disabilities, and carers of those people to enable them to continue to live independently in the community. Our primary purpose is to make a difference in the lives of people in our communities, particularly the frail aged, people living with disabilities and dementia, their carers and others who may be disadvantaged.</p> <p>ADSSI Limited has offices in Tuggerah (Adssi In-home Support - AIHS); Maitland (Maitland Community Care Services - MCCS), Beresfield (Beresfield Community Care – BCC) and Dungog (Dungog &amp; District Neighbourcare – DNC). In this document the company is referred to collectively as ADSSI.</p>
<b>Organisational relationships</b>	<p><b>Functional area:</b></p> <p><b>Position reports to:</b> Social Support &amp; Transport Coordinator</p> <p><b>Positions supervised by this position:</b> Nil</p> <p><b>Key Relationships/Interactions:</b></p> <p>The position regularly interacts with all staff, volunteers, brokerage providers and clients. The role is responsible for building and maintaining an effective Volunteer profile at ADSSI Limited, Adssi In-home support, Beresfield Community Care, Dungog &amp; District Neighbourcare, and Maitland Community Care Services.</p>
<b>Qualifications and experience</b>	<ul style="list-style-type: none"> <li>• Previous experience with older people and people with disability is an advantage</li> <li>• Current First Aid Certificate</li> <li>• Current NSW driver's licence and safe driving record</li> <li>• Volunteers required to provide copies of their licence and comprehensive insurance</li> <li>• Willingness to undertake in-house induction and ongoing training in order to be part of our maintaining our quality standards.</li> <li>• Must have access to an active email address and ability to receive and send emails.</li> </ul>
<b>Personal qualities</b>	<ul style="list-style-type: none"> <li>• Patient, calm and friendly demeanour</li> <li>• Solution-focused style and approach.</li> <li>• Strong work ethic, integrity and stakeholder focus.</li> <li>• Commitment to innovation and continuous improvement.</li> <li>• Ability to manage client expectations</li> </ul>
<b>Before commencing employment</b>	<p>Before commencing employment, the worker must complete the online training listed below, and provide completion certificates:</p> <ol style="list-style-type: none"> <li>1. <b>NDIS Worker Orientation Module called 'Quality, Safety and You'</b> <a href="https://www.ndiscommission.gov.au/workers/training-course">https://www.ndiscommission.gov.au/workers/training-course</a></li> <li>2. <b>What is Dementia?</b> from Alzheimer's Australia. 1 hour. Note: if asked when registering, select the default "NA-Not Applicable" option under "Organisation". Go to <a href="https://dementialearning.org.au/online-learning/online-courses/">https://dementialearning.org.au/online-learning/online-courses/</a></li> <li>3. <b>LGBTI Inclusive Practice for Aged Care eLearning</b> available via ADSSI</li> <li>4. <b>Infection Control:</b> COVID - <a href="https://www.covid-19training.gov.au/">https://www.covid-19training.gov.au/</a> + ADSSI Infection Control Cards Handwashing <a href="https://www.hha.org.au/online-learning/complete-a-module">https://www.hha.org.au/online-learning/complete-a-module</a></li> </ol>

<b>Key Responsibility Areas</b>	
<b>Description of Role</b>	<ul style="list-style-type: none"> <li>• This position is part of a team of volunteers who provide essential services to the frail, aged, and people with disability, their family and carers.</li> <li>• The service provides highly valued social interaction and ensuring clients remain connected to community.</li> </ul>
<b>Social Support - Groups (SSG)</b>	<ul style="list-style-type: none"> <li>• Provide highly valued social group interaction opportunity to clients from Aged Care Service and NDIS programs</li> <li>• Facilitate group events, such as lunch/movie outing:</li> <li>• Maintaining attendance/roll call records</li> <li>• Travel with the group on the bus: assisting clients on and off the bus, fitting seatbelts, etc</li> <li>• Supporting any function required to ensure smooth group event such as entering/exiting building safely, ordering meals/tickets, assisting to bathroom.</li> <li>• Assist manage any risks/incidents</li> <li>• Note and relay to staff Coordinator any WHS issues with venue/incidents/risks</li> </ul>
<b>Social Support – Individual (SSI)</b>	<ul style="list-style-type: none"> <li>• Provide highly valued social interaction opportunity to clients from Aged Care Service and NDIS programs.</li> <li>• Activities may include: <ul style="list-style-type: none"> <li>• Transport and accompany Home Care Package clients with low level needs to GP etc – one off/regular appointments</li> <li>• Assist clients to participate in outings and hobbies</li> <li>• Phone support</li> </ul> </li> <li>• Continue services to HCP clients who want to take their SSI volunteer with them when they transition from CHSP to HCP.</li> </ul>
<b>Customer service</b>	<ul style="list-style-type: none"> <li>• Actively promote a culture that values a high level of care and customer service to clients.</li> <li>• Good relationships with and excellent customer service to internal customers (our colleagues and other volunteers) is rewarded by a positive customer experience for our clients and a rewarding experience for ourselves.</li> <li>• Protect client confidentiality by protecting client records/information not sharing personal or sensitive details about any client, unless required by legislation/policy to protect the safety of clients/the community.</li> </ul>
<b>Work Health Safety and the Environment (WHS&amp;E)</b>	<p>While at work you will actively promote a culture that values a safe and healthy workplace and take all practicable steps to;</p> <ul style="list-style-type: none"> <li>• Comply with the Work Health and Safety Act; Codes of Practice and all health and safety policies and procedures.</li> <li>• Ensure your safety and the safety of others.</li> <li>• Report to management as soon as practicable, any WHS concerns, accidents, incidents or hazards arising during your employment.</li> <li>• Participate in the ADSSI rehabilitation program.</li> </ul>
<b>Scope</b>	<p>It is not the intent of this position description to limit the scope of this position; it gives an overview of this role. The role may at times be required to work at other tasks and areas as directed by management.</p>

**Signatures**

Volunteer Name	Date
Volunteer Signature	

Line Manager Name	Date
Line Manager Signature	

# Key Performance Indicators

## Performance levels defined

Exceeded (E)	Performance exceeds expected outcomes
Met (M)	Performance against objective is in line expected outcomes
Partially Met (PM)	Performance against objectives partially meets expected outcomes.
Not Met (NM)	Performance against objectives is well below expected outcomes and requires immediate intervention to correct gaps in individual performance

Core Topic	Key Objective	Performance indicators Specific, Measurable, Attainable, Relevant, Timely	Performance Level				Line Manager's Comments
			NM	PM	M	E	
WH&S	1. Ensure a safe and healthy workplace	<ul style="list-style-type: none"> <li>Implementation of 100% of incident investigation recommendations within the specified time frame</li> </ul>					
		<ul style="list-style-type: none"> <li>100% of hazards rectified within the specified time frame</li> </ul>					
		<ul style="list-style-type: none"> <li>Reporting of 100% of accidents to line manager within 1 business day of the event</li> </ul>					
		<ul style="list-style-type: none"> <li>100% of hazards are reported to line manager within 5 working days for a minor hazard; or 48 hours for a serious hazard</li> </ul>					

Core Topic	Key Objective	Performance Indicators	Scale				Line Manager's Comments
			Rare	S	W	Daily	
Rare = Rarely. S = Sometimes. W = Weekly. Daily = Daily.							
<b>ORANGES</b>	1. Optimism	<ul style="list-style-type: none"> <li>I view challenging situations as an opportunity to grow and learn</li> </ul>					
		<ul style="list-style-type: none"> <li>I am often looking for experiences that challenge how I think about myself and the world</li> </ul>					
	2. Resilience	<ul style="list-style-type: none"> <li>Since the last support meeting, I have shown caring, understanding, and kindness toward myself</li> </ul>					
	3. Attitude	<ul style="list-style-type: none"> <li>I believe that positive change is possible</li> </ul>					
	4. Now	<ul style="list-style-type: none"> <li>I do my best to focus on the here and now</li> </ul>					
	5. Gratitude	<ul style="list-style-type: none"> <li>I practice the daily habit of being grateful for all the good in my life</li> </ul>					
	6. Energy	<ul style="list-style-type: none"> <li>I practice a healthy sleep routine regularly</li> </ul>					
	7. Strengths	<ul style="list-style-type: none"> <li>I use my identified strengths every day to be more productive through nurturing a sense of purpose and of being valued</li> </ul>					

Core Topic	Key Objective	Performance indicators Specific, Measurable, Attainable, Relevant, Timely	Performance Level				Line Manager's Comments
			NM	PM	M	E	
<b>Quality</b>	1. Utilise opportunities for continuous quality improvement	<ul style="list-style-type: none"> <li>100% compliance with ADSSI policies, procedures and other documents</li> </ul>					
		<ul style="list-style-type: none"> <li>100% compliance with the Code of Conduct and Ethics</li> </ul>					
	2. Raise issues and concerns	<ul style="list-style-type: none"> <li>Issues raised promptly, so that line manager is aware of any concerns</li> </ul>					

	with line manager	or issues that prevent achievement of KPI's					
--	-------------------	---------------------------------------------	--	--	--	--	--

Core Topic	Key Objective	Performance Indicators Specific, Measurable, Attainable, Relevant, Timely	Performance Level				Line Manager's Comments
			NM	PM	M	E	
Operations	1. Delivery of relevant objectives of the Business/Operational Plan	<ul style="list-style-type: none"> <li>Deliver business and operational plan objectives on time with monthly reports provided to line manager</li> </ul>					
	2. Proactively contribute to productivity	<ul style="list-style-type: none"> <li>Raise issues and observations relevant to the team or the successful running of the organisation in a productive way</li> </ul>					
	3.	<ul style="list-style-type: none"> <li>Utilise volunteers effectively to meet team objectives</li> </ul>					

The achievement of the Key Objectives and Performance Indicators within this document will form part of the performance management process.

Line Manager's Signature	Date	Employee signature	Date
--------------------------	------	--------------------	------