**Volunteer Role Description**

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| **Role Title:** | **Community Support Volunteer** |
| **Ref No:** | 36 |
| **Status:** | Part Time |
| **Location:** | Various |
| **Branch:** | Community Inclusion - NDIS |
| **Reports to:** | **NDIS Customer Advocate** |
| **Date:** | November 2017 |

**Role Purpose**

* To provide community support to customers awaiting NDIS funding.
* The provision of ongoing community support to enhance customer’s engagement in the community and their general wellbeing.

**Duties and Responsibilities**

* Assist customers to engage with their community and support to maintain those connections.
* These connections may be both government and non-government agencies (i.e. Community centres, health professionals and other volunteer organisations).
* Work with both the customer and NDIS Customer Advocate on support plan goals.
* Work with other relevant internal AnglicareSA stakeholders regarding the customers support plan goals.
* Agree on strategies to meet goals and time frames.
* Document supports, both in person and via phone.
* Liaise with NDIS Customer Advocate on an agreed regular basis to discuss customer’s support and volunteers’ wellbeing.

**Work Health & Safety (WHS)**

* WHS knowledge and skills suitable for the position.
* Ensure own action or lack of action does not place own safety or that of others at risk. Use prescribed personal protective equipment.
* Assist in the evaluation of hazards and immediately report any hazards, accidents or near misses.

**Cultural Fit**

* Work within a team environment in accordance with AnglicareSA values.

**Requirement for the Role**

* Volunteers must have a current, drivers licence. Any restrictions must be reported immediately prior to agreeing to undertake a job
* Complete an annual AnglicareSA driver declaration form and provide evidence of insurance annually. All vehicles used are to be registered, roadworthy and insured with third party property insurance
* Good interpersonal and communication skills
* Patience, empathy and the willingness to help people
* Relate well with people from a variety of different cultural and socio-economic backgrounds
* Willingness to work autonomously and as a member of a team
* Ability to work with empathy, compassion and in a non-judgemental and respectful manner
* A sense of humour that will not offend others or put them down
* Ability to use initiative and work within boundaries, procedures and guidelines
* A welcoming and friendly manner
* Be suitability fit to comply with the physical requirements of the position

**Standard Role Requirements (all volunteers)**

* Contact your supervisor to advise if you are unable to attend on your rostered day.
* Embrace and integrate AnglicareSA's Vision, Purpose and Values into your role.
* Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses.
* Conform with AnglicareSA's conditions of volunteering, Code of Conduct, Standards of Practice & Behaviour, Confidentiality and No Harassment policies and other Human Resources, Work Health & Safety (particularly AnglicareSA's "no lift" and manual handling) and organisational policies and procedures.
* Adhere to legislative requirements applicable to the role, including and not limited to the Work Health and Safety Act and the EEO Act.
* Undergo a satisfactory criminal history assessment, be physically and mentally capable and report to undertake voluntary tasks in a fit state to perform all duties.
* Must provide evidence of Australian residency or current working VISA.
* Actively participate in performance reviews, performance development, training (including Work Health and Safety and Fire Safety) and supervision opportunities.
* Maintain confidentiality in line with AnglicareSA policies.
* Attend a volunteer induction and orientation session.
* Participate in on-the-job training.
* Wear a volunteer name tag and sign in and our each day whilst working at AnglicareSA.
* Attend meetings and training connected to the area you work in.
* Wear the personal protective equipment provided for your role at all times whilst working.

**National Police History Check  Disability-Related Employment Screening**

**ANGLICARE VISION**

Justice, respect and fullness of life for all.

**ANGLICARE PURPOSE**

AnglicareSA, on behalf of the Anglican Church, expresses God’s love for individuals, families and communities by:

* Making a positive difference to quality of life
* Responding to needs and issues in ways which enhance and protect dignity and integrity
* Promote social justice

**ANGLICARE VALUES**

* **Integrity**We act honestly and ethically and ensure accountability to those we serve and work with.
* **Compassion**We respond with sensitivity and empathy to the needs, abilities and aspirations of the people we work with and the communities we serve and work with.
* **Stewardship**We are custodians of the resources entrusted to us for current and future service, building the capability of those we serve and those we work with, to ensure the sustainability, quality and effectiveness of our services.
* **Equity**We affirm the importance of diversity and inclusion in our workplace and the community. We will demonstrate fairness in our workplace. We will promote personal, social and economic change to enable those customers in the most difficult circumstances to flourish.
* **Servant Leadership**We place the needs of other first to enable them to grow. We empower, accept responsibility, and understand our role is to enable, encourage and support.

**ACCEPTANCE/AUTHORISATION**

Volunteer Name: ………..…….. Date

Volunteer Signature:

Name of Supervisor / Manager:

Signature of Supervisor / Manager:

Date: