



POSITION DESCRIPTION

Position Title	AGED SERVICES VOLUNTEER ENGAGEMENT OFFICER
Reports to:	Senior Manager, Ageing & Disability Services
Direct Reports:	Nil
Employment Type:	Part-time (up to 45 hours per fortnight)
Award classification:	SCHADS Award, Level 4
Office location:	Meridian, 85 Northbourne Ave, Turner ACT

Position Overview

The role is responsible for the delivery of volunteer services for Meridian's aged care programs, primarily, Meridian's Aged Care Volunteer Visiting Service (ACVVS).

The ACVVS supports volunteer visits to provide friendship and companionship to older people.

Visits are available to anyone who:

- receives government-subsidised residential aged care or Support at Home services
- is approved, eligible and/or waiting for residential aged care or Support at Home
- is socially isolated.

The scheme has been running for over 30 years. It was previously known as the Community Visitors Scheme (CVS).

It focuses on the needs of older people from diverse language, cultural, social and complex vulnerability backgrounds who may be at greater risk of social isolation. These include people:

- from Aboriginal and Torres Strait Islander communities
- from culturally and linguistically diverse backgrounds
- who live in rural or remote areas
- who are financially or socially disadvantaged
- who are homeless or at risk of becoming homeless
- who are veterans (note: Veterans Home Care (VHC) or Community Nursing (CN) recipients must also receive Commonwealth funded Home Care Package service)
- who are care leavers
- who are parents separated from their children by forced adoption or removal
- who are lesbian, gay, bisexual, transgender or intersex
- living with a disability
- who are deaf or hearing impaired/hard of hearing
- living with cognitive impairment, including dementia
- experiencing mental health conditions and/or who have been exposed to trauma.

This position will recruit and support volunteers for the ACVVS to visit socially isolated older Australians in residential care or living at home with Support at Home packages. There is a focus on providing services to the LGBTIQ+ community. The role requires matching volunteers to the older person's needs. Meridian provides ACVVS in the ACT and in the surrounding NSW region.

The position will assist at times with engagement of volunteers for other aged program activities and events.

Position Responsibilities

- Actively promote the ACVVS program to the wider community including LGBTIQ+ recipients across the ACT and surrounding NSW region to reach and maintain placement targets,
- Develop strong relationships, communication and referral pathways within the aged care sector and LGBTIQ+ community for effectively ACVVS service delivery
- Undertake regular assertive outreach activity to reach key target groups to facilitate recruitment of both participants and volunteers for ACVVS program
- Recruit, train, roster and support volunteers for the ACVVS program, including LGBTIQ+ volunteers
- Match and support successful volunteer and aged care participant relationships
- Support ACVVS performance monitoring, reporting and evaluation of Meridian's program through accurate data collection, management and communications.
- Attend and participate in ACVVS Communities of Practice meetings and other relevant activities
- Develop and deliver the service with a focus on safety and inclusiveness
- Attend and support stalls, and expos, and other community engagement activities to promote Meridian Services and volunteer opportunities Explore effective ways of supporting access and promoting service within the LGBTIQ+ community within the scope and resources of the programs.
- Work closely and cooperatively with other Meridian staff and programs to facilitate effective delivery for the Aged Care volunteer visiting Service
- Support and promote a strong safe culture by ensuring all work activities are performed in compliance with the organisation's Work Health and Safety Policy.
- Work as part of the Meridian team to develop and deliver high-quality volunteer support programs.
- Other duties as directed, commensurate with existing skills, knowledge and experience.
- Deliver the service in line with the ACVVS Guidelines, organisational policies and procedures and legislative requirements

Essential Skills, Knowledge, Experience and Key Attributes

- Tertiary qualifications in community services, aged care or a related field, and/or substantial relevant experience in volunteer management and programs within the community sector.
- Demonstrated understanding and commitment to the principles of volunteering and the value and contribution of volunteers.
- Ability to develop relationships and communicate clearly and effectively, with people of all ages, through all mediums.
- Proven ability to effectively plan and coordinate projects and work tasks, and collaborate with diverse teams of volunteers, staff and other stakeholders to achieve organisational and program objectives.
- Ability to create and deliver basic training, recruitment, induction, and information materials for volunteers.
- Demonstrated skill in initiating ideas, analysing issues, and exercising judgement and skill to develop volunteer program solutions where procedures are not clearly defined.
- Proven ability to prepare clear and concise reports, plans, submissions and correspondence for a range of audiences.
- Well-developed interpersonal skills, including facilitation, negotiation and networking skills, with an ability to establish common goals.
- Sound knowledge of and skills in working within LGBTIQ+ community, other diversity groups, and a and human rights policy framework.

- Demonstrated competency in general IT, familiarity with the Windows environment and Microsoft Office applications and ability to utilise a range of applications.

Other essential role requirements

- Completion of Working with Vulnerable People registration.
- Right to work in Australia
- Annual Influenza vaccination as directed by relevant health authorities
- Covid vaccination requirements as directed by the relevant health authorities.
- Full, unrestricted drivers licence
- ACT Working with Vulnerable People (WWVP) Registration/Current NSW Police Check

Other

- Lived experience within LGBTIQ+ communities will be highly regarded
- Experience with database programs such as Nation Builder and bulk email software desirable.