

Position Description



POSITION DETAILS

Position Title:	Aged Care Volunteer Visitors Scheme Coordinator (ACVVS)
Division:	Community Services
Reports To:	Team Leader – Social Engagement
Responsible to:	General Manager
Location:	Head Office
Date:	December 2025

MAIN PURPOSE OF POSITION

The Aged Care Volunteer Visitors Scheme Coordinator (ACVVS) position is funded by the Department of Health, and it is responsible for co-ordinating, administering and monitoring the Aged Care Volunteer Visitors Scheme. The objective of the ACVVS is to improve the quality of life of residents in aged care facilities and individuals receiving a Support at home (SAH) Package who have limited family and social contact, and who may be at risk of isolation from the general community for social or cultural reasons or through disability. Co.As.It.'s ACVVS has been running since 1993 and targets people of Italian background.

KEY ROLES AND RESPONSIBILITIES

- Maintaining contact with the Department of Health, disability and Ageing, including submitting half yearly and annual reports, and funding applications;
- Preparing reports; annual work plans in accordance with the philosophy and objectives of Co.As.It.;
- Following up referrals and assessing residents;
- Maintaining contact with the Aged Care facilities;
- Recruiting and assessing visitors, matching visitors with residents and monitoring matches;
- Arranging orientation, regular training/support sessions and support for potential and active visitors;
- Maintaining a filing system and keeping records;
- Networking with other ACVVS co-ordinators;
- Maintaining volunteers time/travel sheet.
- Consistently apply Co.As.It. policies and procedures in daily work activities and demonstrate an understanding and commitment to EEO, WHS, privacy and confidentiality and to the principles for a culturally diverse society;

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

The ACVVS Coordinator needs to build extensive networks and strong consultative relationships within the organisation as well as externally with other services,

- These relationships include:
- The Team Leader – Social Engagement;
- Human Resources Team;
- The Co.As.It. Board of Directors, General Manager and management team;
- Staff within the Community Services Division;
- Staff across Co.As.It. generally to work collaboratively and exchange information;
- Contractors working on Co.As.It. projects;
- Public, community and Government agencies;
- People within the community;
- Groups, associations and representatives;
- Committees and conferences of government and other stakeholders.

DECISION MAKING

The position is fully accountable for the quality, integrity and accuracy of the advice provided and work performed.

Decisions that can be made by the position holder include:

- Day-to-day decisions relating to case work;
- Content of advice and information provided to the Team Leader – Social engagement.

Decisions that are referred to a supervisor include:

- Strategic decision about projects and establishing priority;
- Any decision which will substantially alter the outcomes, timeframe or funding requirements of individual projects;
- Major policy issues or conflicts arising in the course of work;
- All expenditure;
- Matters requiring submission to the Board of Directors.

KEY PERFORMANCE CRITERIA

Broad indicators:

- To arrive at work on time and to advise manager/supervisor of lateness or absences as soon as practicable;
- To represent Co.As.It. positively;
- Manager/supervisor kept informed of key issues;
- To follow all procedures in relation to health and safety and to view the health and safety of others in the work place as paramount;
- High level cooperation with other staff, teams and divisions.

Position Specific indicators:

- Work program objectives are met;
- Provision of case management that meets the needs of individuals who access the program. Referrals are followed up as per company policy and interventions are appropriate to meet the mental health needs of clients;
- Information provided to Department of Health in a timely manner which fulfils the requirements of the funding agreement;
- Events organised to meet the objectives of the work-plan and are successfully evaluated;
- To build and maintain strong external relationships to enable the program objectives;
- To provide the Team Leader – Social Engagement with adequate support to enable high level performance.

Strategic Plan:

Further specific key performance indicators will be derived from the strategic plan. These will be set at the commencement of each review period in consultation with the supervisor.

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

- Degree in social work, social welfare, education or significant experience in a similar role in a community or aged care setting;
- Knowledge of the common physical, psychological and social issues affecting frail older people and people living with dementia;
- Demonstrated ability to manage projects which address community or social need;

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- Ability to prepare and deliver information to groups of individuals;
- Demonstrated understanding of issues affecting older people from culturally diverse communities;
- Demonstrated understanding of the federally funded aged care system;
- Highly developed interpersonal and communication skills;
- Ability to meet deadlines on a daily basis and manage competing priorities and tasks;
- Fluency in Italian and English;
- Computer literacy;
- Current Drivers Licence;
- Understanding of, and commitment to Work Health and Safety, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.

VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

POSITION HOLDER

Signature..... Date.....

SUPERVISOR

Signature..... Date.....