

Volunteer Visitor Program Officer

Position Description

Position Title	Volunteer Visitor Program Officer
Position Reports To	Team Leader ACVVS
Department	ACVVS
Award	SCHADS Award

Position Summary

The Volunteer Visitor Program Officer supports the delivery of the Aged Care Volunteer Visitors Scheme (ACVVS) by recruiting, training, and supporting volunteers who provide friendship and companionship to older people living in residential aged care or in their own homes. These visits help reduce social isolation and enhance the wellbeing and quality of life of older people.

Working collaboratively with the Team Leader ACVVS and other ACVVS team members, this position is responsible for implementing the program across multiple regions, with work allocated based on program demand and operational requirements, ensuring all activities are delivered in line with ERA's values, funding requirements, and best practice standards.

The role involves building and maintaining strong relationships with volunteers, aged care providers, and community organisations, while promoting culturally aware, inclusive, and psychologically safe engagement practices. Team members will work across multiple regions as a core requirement of the role to support program delivery.

This role works collaboratively with colleagues across the ERA team to ensure a coordinated, person-centred response that upholds the rights and preferences of all older people, including those from Aboriginal communities, culturally and linguistically diverse backgrounds, LGBTIQ+ communities, and others with diverse lived experiences.

The role requires travel across relevant regions of Victoria and Riverina region of New South Wales (NSW) (where appropriate) to support service delivery and community engagement, which may involve overnight stays.

Values

We are guided by the core values of **Respect, Empowerment, Integrity, Inclusiveness, and Excellence** in all our interactions. These values underpin our work and shape the way we engage with older people, their families, communities, and each other. All members of our workforce are expected to uphold and embody these values in every aspect of their work.

We acknowledge the traditional owners of the lands on which we work and recognise that it always has been, and always will be, Aboriginal Land and pay our respects to leaders and Elders past and present.

Key Responsibilities

1. Volunteer Recruitment and Onboarding:

- Develop and use recruitment strategies that are practical, timely, and welcoming to people from diverse backgrounds and communities.
- Focus recruitment efforts across allocated regions, ensuring strategies reflect the needs, cultures, and experiences of local communities.
- Follow ERA's volunteer recruitment and onboarding procedures, ensuring all volunteers feel respected, supported, and included throughout the process.
- Promote a culturally safe and psychologically safe environment during recruitment and onboarding, where volunteers feel comfortable to share their experiences and ask questions.

2. Volunteer Training and Matching:

- Ensure all volunteers receive thorough training in the ACVVS, ERA's purpose and values, and basic Work Health and Safety practices related to visiting older people in residential aged care or in their own homes.
- Provide training in a supportive and inclusive way, ensuring volunteers feel confident, respected, and psychologically safe to ask questions or seek clarification.
- Match volunteers and older people thoughtfully, considering shared interests, preferences, language, cultural background, and location to help build genuine, meaningful, and respectful connections.
- Promote cultural safety and inclusion by ensuring each match honours the individuality and identity of both the volunteer and the older person.

3. Volunteer Relationship Management and Ongoing Support

- Build and maintain effective, professional relationships with volunteers through regular communication, proactive engagement, wellbeing check-ins, guidance, and ongoing support to promote volunteer participation, role satisfaction, retention, and safe delivery of the ACVVS program.

4. Community and Stakeholder Engagement:

- Work with aged care providers to promote ACVVS and encourage referrals for older people who may benefit from friendship and social connection.
- Keep regular contact with local aged care services to identify older people who may be experiencing loneliness or isolation and would value a volunteer visitor.
- Collaborate with NACAP and other ERA program areas to strengthen advocacy and uphold the rights, dignity, and wellbeing of older people.
- Build positive relationships with new aged care providers and community organisations to increase awareness of the ACVVS. This may include giving presentations or attending community events.

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- Work together with other ERA teams on communication and promotional activities to ensure consistent, inclusive, and culturally safe messaging across all programs.

5. Program Collaboration and Networking:

- Build and maintain positive relationships with other organisations (auspices) that deliver ACVVS to share ideas, strengthen collaboration, and promote best practice.
- Represent ERA at ACVVS Network meetings across Victoria and NSW to share experiences, contribute to program improvement, and stay informed about developments across the sector.
- Promote a respectful, inclusive, and culturally safe approach in all collaborations, ensuring diverse voices and perspectives are valued and included in discussions and decision-making.

6. Program Administration and Reporting:

- Complete all reporting and accountability requirements for ACVVS accurately and on time, in line with the funding agreement and program guidelines.
- Monitor and meet all key performance indicators (KPIs) outlined in the ACVVS funding agreement, including managing a workload of KPIs to ensure program quality and compliance.
- Take responsibility for managing allocated workload and ensuring KPIs are achieved within required timeframes.
- Record all required information in Salesforce within 24 hours of meetings, visits, or presentations to maintain accurate and up-to-date program data.
- Handle information respectfully and securely, ensuring privacy, confidentiality, and cultural sensitivity when recording and reporting program data.

7. Other:

- Undertake any other tasks or responsibilities, as reasonably required, that align with the purpose, scope and cultural values of the role.

Key Stakeholder Relationships

- Internal – All ERA team members.
- External – Other auspices and ACVVS providers, aged care providers, community organisations, local and state government, CALD communities.

Experience and Knowledge

- Experience working with volunteers or in community-based programs that support older people, carers, or vulnerable community members, highly regarded.
- Understanding of the aged care sector, including the challenges faced by older people and the importance of social connection, inclusion, and advocacy, highly regarded.
- Knowledge of culturally safe and inclusive practices, including working respectfully with Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse backgrounds, and people with disability.

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- Experience building positive relationships with community organisations, aged care providers, and volunteers to achieve shared outcomes.
- Understanding of trauma-aware and psychologically safe practices, and the ability to apply these principles when supporting volunteers and engaging with older people.
- Familiarity with administrative and reporting processes, including data entry, record keeping, and meeting funding or program requirements.
- Experience in delivering or supporting training, including induction or orientation of new volunteers.
- Strong communication and interpersonal skills, with the ability to listen, show empathy, and respond respectfully to diverse needs and experiences.
- Commitment to continuous learning and improvement, and to ERA's values of Respect, Empowerment, Integrity, Inclusiveness, and Excellence.
- Demonstrated ability to use inclusive and accessible approaches to deliver information in ways that are meaningful and effective for a variety of audiences.
- Well-established relationships and networks with Aboriginal communities, Forgotten Australians, LGBTI people, people from culturally and linguistically diverse backgrounds, and other groups highly regarded.
- Demonstrated experience handling confidential and sensitive information with integrity, professionalism, and respect for privacy and cultural protocols.

Skills

- Ability to work flexibly in a changing environment, including adapting to new ways of working, shifting priorities and evolving program requirements.
- Strong communication and interpersonal skills, with the ability to build trust, show empathy, and engage respectfully with people from diverse backgrounds.
- Demonstrated ability to support, guide, and motivate volunteers, fostering an inclusive and psychologically safe environment where everyone feels valued and respected.
- Highly developed organisational and time management skills, with the capacity to balance multiple priorities, meet deadlines, and maintain accuracy.
- Demonstrated proficiency in digital literacy, including the use of Microsoft Office Suite (Word, Excel, Outlook, Teams) and CRM data systems such as Salesforce or similar platforms.
- Strong presentation and facilitation skills, with the ability to deliver or assist in volunteer training sessions using inclusive and accessible communication methods.
- Demonstrated problem-solving and decision-making skills, with the ability to assess issues calmly, use sound judgment, and take appropriate, respectful action.
- Highly developed cultural awareness and sensitivity, including the ability to apply culturally safe and inclusive practices when working with Aboriginal and Torres Strait

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Islander peoples, people from culturally and linguistically diverse backgrounds, and people with disability.

- Strong understanding of confidentiality and professional boundaries, ensuring all interactions are ethical, safe, and respectful.
- Demonstrated ability to work both independently and collaboratively, contributing positively to a supportive and team-focused workplace culture.
- Adaptability and resilience, supporting ERA's remote and flexible work environment with a solution-focused approach.
- Commitment to continuous improvement and reflective practice, aligned with ERA's values of Respect, Empowerment, Integrity, Inclusiveness, and Excellence.

Conflict of Interest

Our work often involves advocating on behalf of older people and/or their representatives in matters involving aged care services. We are committed to ensuring high standards of care and work constructively with service providers to support positive outcomes. To maintain trust, transparency, and independence in our advocacy, all team members are required to uphold a strong commitment to managing potential or perceived conflicts of interest. This includes not representing or acting on behalf of any aged care service provider in any capacity during their employment with ERA.

Requirements

- A minimum of two (2) years' experience in similar role.
- At least three (3) – five (5) years' experience working in the not-for-profit, health, aged care, or human services sectors, essential.
- Current National Police Check and Vulnerable Persons Check.

Version Control

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