



Volunteer

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The RSL Care Lifestyle philosophy underpins all aspects of staff and client experience through a social model of care and service delivery options maximising health, wellbeing and lifestyle choices.

Role Purpose:	To provide practical, social and emotional support to clients in either a community or residential setting as assigned by the Community Care Coordinator, or Lifestyle Manager of the aged care facility. These services are in keeping with the philosophy of RSL Care's programs and provide a holistic approach for clients and/or their support network.
Reporting Relationship:	Coordinator/Lifestyle Manager
Primary Working Relationships:	Community Program Manager, Coordinator Community Care, Program Support Officer, Registered Nurses, Carers, Lifestyle Manager, Diversional Therapist, Clients, Families, Administration Officers.

ROLE RESPONSIBILITIES

The role of Volunteer is specifically responsible to:

- Actively contribute as a member of the community care or residential team in the provision of services and support to clients/residents in the areas of Social and Emotional Support.
- Attend to appropriate areas of need for clients/residents as recorded in their Individual Service Care Plan.
- Recognise and support the dignity, privacy spiritual and cultural needs of clients.
- Participate and contribute to the individual care planning and operational program planning.

Broader responsibilities of this role include:

Information Management:

- Undertake reporting activities together with other relevant documentation within the scope of your role.
- Maintain the information flow that supports reliable data and documentation in your area of responsibility.
- Participate in business planning processes and policy and procedure formulation and improvement within your area of responsibility.

Employee Excellence:

- Seek to understand your role in the larger Organisation system.
- Commit to using RSL Care's policies, procedures and processes.
- Proactively investigate new perspectives, attitudes and behaviours and take steps to evaluate and improve your own and organisational performance.
- Deliver a high level of customer service, including the timely provision of agreed services to residents/clients and internal customers.

Employee Safety:

- Report any work related personal injuries/illness or incidents, safety hazards, malfunction of any machinery, plant or equipment.
- Wear/use and maintain/care for personal protective clothing and/or equipment provided and report any defects.
- Use lifting equipment and assistive devices as required.
- Participate in rehabilitation process if injured or ill due to work.
- Continue to meet the Critical Job Demands for the position.

Business Continuity:

- Seek to understand your responsibilities associated with RSL Care's approach to Business Continuity.

ROLE REQUIREMENTS

Essential Conditions:

- Federal Police Clearance must be attained and declaration made of any future charges or convictions that could potentially affect your role within RSL Care.
- Must not be identified as disqualified individual under Division 10A of the Aged Care Act 1997. A disqualified individual is a person who has been convicted of an indictable offence, is an insolvent under administration, or is of unsound mind.
- Current open drivers licence.



Qualifications and Experience:

- Desirable to have previous experience in Health Care/Community Care and/or Aged Care.

ROLE COMPETENCIES

Business Objectives

Customers:

- Has a desire to help and service others. Understands what my customers' value, and how to make them feel special in provision of the product/service.

People:

- Is aware of the opportunities and mandatory requirements for development of own and others current capabilities, or in new skills areas, to improve their contribution to this and other areas in the organisation. Compulsory annual training requirement.

Information and Knowledge:

- Is aware of work area performance. Notices process variability and suggest potential improvements.

Corporate and Social Responsibility:

- Seek to understand and follow safe and responsible operating standards in the course of their work.

Personal Competencies

Self Regulation:

- Communicates effectively in line with minimum oral and written standards expected of their role. Seek sufficient assistance in identifying and solving problems. Aligns behaviour with the Values of RSL Care.

Motivation:

- Demonstrates reasonable effort to prioritise and complete most tasks in a timely manner. Works with minimal direction and support, if required to do so. Is accountable for attendance record.

Social Skills:

- Is sensitive to changes in other people's mood or temperament. Participates willingly and works well with other employees in achievement of team goals.

SCOPE OF ROLE AUTHORITY

- Refers Media enquiries to the CEO's Office.
- May not spend over the expenditure authorisation limit.

DOCUMENTS RELATED TO ROLE

Volunteer Performance Evaluation and Critical Job Demands Volunteer Community or Volunteer Residential.