

Position Description

Position Title:	Volunteer
Department:	People Working Well
EBA / Award:	National Employment Standards / Fair Work Australia
Classification:	Volunteer
EFT / Hours:	The rostering of hours and days will be negotiated to meet the availability of the volunteer and the needs of the service.
Employment term:	Ongoing
Employment type:	Volunteer
Location:	Sites include Wangaratta / Wodonga / Myrtleford / Benalla Hub / headspace Albury Wodonga / headspace Wangaratta / Therapeutic Community With the occasional travel to other sites required
Reports to:	People Working Well Coordinator
Direct Reports:	Nil
Budget Responsibilities:	Nil

Program Information

The Friends of Gateway Volunteer Program has a number of volunteer opportunities for people who want to help in the community health sector. Volunteering is an interesting, satisfying and fun way for people to become involved in their community. You can offer your services in a number of ways – formal or informal, weekly, occasional or even one-off. There are volunteer opportunities available across a range of programs.

Purpose of the Role

When you volunteer, you not only gain skills and knowledge, you give back to the community. Being a volunteer has lots of benefits. It can bring meaning and purpose to your life, while increasing your self-esteem and wellbeing. Volunteering can also relieve stress, and alleviate symptoms of depression. As well as having a positive impact on your community, volunteering can improve your relationships.

Scope of Practice / Professional Standards

Scope of practice delineates the extent of an individual practitioner's clinical practice based on the individual's credentials, competence, performance and professional suitability. Gateway Health requires all employees to work within the defined scope of practice for their specific role and in line with their appropriate professional standards or scope of practice outlined by the relevant professional registration body (i.e. AHPRA, SPA, DA).

The scope of practice for this position is governed by National Standards for Volunteer

Liases with Internally

Gateway Health staff, including Business Services such as Finance, Information and Technology, Quality, Risk/Compliance, Marketing and Communications and People Working Well roles

- Executive Leadership Team
- Program Managers, Team Leaders and Clinical Leads
- Gateway Health Accreditation Working Groups
- All Gateway Health Staff

Liaises with Externally

This position may be expected to liaise with, though not limited to the following;

- Department of Health and Department of Fairness, Families and Housing Local Government staff and representatives.
- Community service organisations.
- Health services
- Local Councils
- headspace
- Other Not for Profit Organisations.
- Other Volunteers
- Clients

Key Responsibilities and Accountabilities

Role Specific Duties

There are a number of ways in which you can volunteer your services:

Group Support Programs

- Active Rural Communities & Tai Chi Group Support
- Listening to Voices
- Mother Goose Group Support

To encourage and support active ageing, social inclusion, meaningful relationships and mental wellbeing

- Development of a sound knowledge of relevant program procedures and work practices
- Ability to provide between 1-5 hours per week, depending on requirements of the program involved
- Assist with planning and facilitation of any onsite or group activities, including one on one support, set up and cleaning up after completion of activities
- Completion of any documentation, including group participation lists and ensuring it is forwarded to volunteer coordinator in a timely manner
- Compliance with OH&S and other relevant legislation as advised by your Coordinators, including notifying of any safety risk or incident that is likely or has occurred.
- Providing social interaction for participants in the group
- Attendance at volunteer meetings as required
- Attendance at relevant training and maintenance of updates in qualifications including First Aid, CPR and other accredited training as required

One on One Support Programs

- Friendly Visitor One on One Support

To develop a relationship between the volunteer and participants to allow weekly connections so that meaningful relationships can be developed and maintained, and each participant is encouraged to enjoy an active lifestyle and remain socially included.

- Development of a sound knowledge of relevant program procedures and work practices
- Ability to provide between 1-2 hours per week, depending on requirements of the program involved
- To be punctual and reliable
- Supporting participants to remain active, and to participate in the community
- To assist with meal preparation, serving meals or refreshments to participants if required
- To provide companionship and share skills and interests, supporting participants to identify their own skills and interests and passions
- Participant transport when required and where relevant
- Assist with planning and facilitation of any onsite or group activities, including one on one support, set up and cleaning up after completion of activities
- Completion of any documentation, including group participation lists and ensuring it is forwarded to volunteer coordinator in a timely manner

- Compliance with OH&S and other relevant legislation as advised by your Coordinators, including notifying of any safety risk or incident that is likely or has occurred.
- Attendance at volunteer meetings as required
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Reference Groups

- headspace Youth Reference Group
- headspace Family & Friends Reference Group
- WayOut Wodonga
- Gender Service Reference Group

headspace Albury Wodonga / Wangaratta – Youth Reference Group Member

Plan and deliver youth wellness events. As well as help young people learn new ways to handle tough times.

- Young people must be aged between 16 and 25 years at the age of application
- Have an interest and passion in general and mental health, education and employment and/or alcohol and other drug issues for young people
- The ability to think about the big picture
- The ability to work in a team and participate in group discussions as well as working independently
- Motivation, willingness and commitment to participate on an ongoing basis
- Good communication skills
- The ability to balance health (including mental health), other responsibilities like school/work/uni/family and the demands of the YRG position
- All members must have easy and regular access to the internet and phone.

Group members can participate in specific or all areas of interest, being;

- Planning and Development
Organise and run youth specific programs and events that promote ways to maintain or build good mental health,
- Community Engagement Activities
- Promote headspace at local engagement events and/or assist with community and school information presentations. This area would require members to be open to meeting with headspace staff for planning and development of presentations
- Consultation and Feedback
- Provide us with information and guidance through focus groups, online surveys or via email and social media platforms. This consultation will assist us to respond to young people's concerns and needs and provide positive outcomes. This area can be done without having to attend fortnightly meetings.
- Be prepared to undertake some training about headspace, talking to the media and other associated topics
- Be open and willing to participate in teleconferences, email and Facebook discussions ∞ Support local headspace activities
- Young people may be involved in community education activities, or as media spokespeople on the issue of youth well-being
- Young people may speak at public functions or at local schools, health forums, conferences and the like.
- Complete a wellness plan and actively look after all aspects of your health.

headspace Albury Wodonga / Wangaratta – Family and Friends Reference Group Member

The Family and Friends Reference Group is a group of up to ten people who have had a family member or friend access headspace services. They consult with their local headspace centre on a variety of topics and issues, and are involved in a number of local and national projects.

The reference group aims to give family members and friends the opportunity to provide input into the strategic direction of their local headspace centre, headspace programs, and mental health, AOD, General Health and Wellbeing and Work, School and study services nationally.

Members of the Family and Friends Reference Group will have the opportunity to be involved in a number of ways including:

- As consultants for headspace Albury Wodonga and headspace Wangaratta by providing feedback to all areas of the organisation in a variety of ways
- Local projects
- Media spokespeople for local centres
- Marketing, Promotion and Community Awareness
- Resource development
- Education and training for both staff and young people
- Evaluation and Research
- Policy advocacy

By providing a variety of activities it is hoped that it will provide the opportunity to draw on people's strengths, abilities and capabilities, while also appealing to a broad range of interests.

WayOut Wodonga – Community Based Volunteer (LGBTIQA+)

WayOut Wodonga promotes the rights, mental health and wellbeing of LGBTIQA+ young people in Albury Wodonga and surrounds. WayOut Wodonga volunteers take a lead role in developing and implementing community based projects as well as support activities relevant to the Alphabet Crew social youth group.

- Inform social media content
- Facilitating Alphabet Crew catch ups and outings
- Support the marketing and communications team in capturing and editing content
- Administration tasks including use of Microsoft Office Suite
- Assist in the planning and implementation of community engagement initiatives
- Event management support

Document and Administration Support

Ability to perform a range of administrative duties including but not limited to the following-

- Use of Microsoft Office suite of programs
- Basic document filing and photocopying, mailing and label production
- Collation of resources for staff and/or clients
- Re-stocking of pamphlets/brochures in Services order
- Monitoring and re-stocking where necessary of stock items
- Assist with data entry when required
- Assist with coordination of Gateway Health's Women's and Men's Health Days (ie. Culture Club) and other events as required
- Monthly, Quarterly review of Gateway Health Reports
- Document reviews and general administration support
- If your duties include assisting headspace, you will be required every 4 weeks:
 - to collect food from Albury Wodonga Regional Foodshare
 - abiding by their registration processes
 - restocking food areas where required
 - use Gateway Health vehicle
 - Obtain list of popular food items from Program Manager.

All Volunteers are to

- Role model high standards of professional practice and conduct in client service delivery, working in partnership with colleagues and agencies.
- Complete all program specific administrative tasks within the required time frames.
- All data is entered onto designated service databases, including excel spreadsheets.
- Databases are kept up to date at all times
- Complete annual renewal of registration to practice (if required).
- Competently use all relevant organisational databases – including but not limited to VHIMS, RelainSys, clinical software, financial software

<ul style="list-style-type: none"> • Active participation in Training and/or Professional Development • Completion of Mandatory training
Financial Management
<ul style="list-style-type: none"> • Forwarding funds received on behalf of Gateway Health, to appropriate administration personnel at Gateway Health (Only applicable to specific programs)
People
<ul style="list-style-type: none"> • Develop and maintain professional relationships with internal and external stakeholders. • Contribute to productive and positive team meetings. • Positively contribute to the culture and spirit of the <Program> team, work environment and to GH. • Your behaviour is congruent with organisational values, behaviours and goals • Contribute to the development of procedures and systems within this program • Positively embrace and adopt change as it occurs. • Willingness to engage in a flexible work model that may require significant out of hours work and travel.

Key Performance Indicators

- Demonstrate positive and supportive behaviours consistent with Gateway Health's values, towards all staff, contractors and clients
- Embrace innovation, technology and sustainability in delivering the objectives and key responsibilities of the role
- Support all facets of Gateway Health's internal and external communications and public relations functions
- Be the best volunteer you possibly can be
- Maintain good communication with your Volunteer Program Supervisor

Quality, Safety, Risk and Improvement Responsibilities

- As outlined in the Code of Conduct ensure all interactions are undertaken in accordance with the behaviours set
- Maintain privacy and confidentiality at all times
- Ensure an understanding of individual responsibility for safety, quality and risk and adhere to all relevant legislation, regulations and organisational policies, procedures and guidelines.
- Working within the Risk Management Framework, identify, report hazards and manage risks and ensure actions are taken to prevent and minimise harm to yourself, your colleagues, consumers, members of the public and the organisation.
- Actively contribute to quality assurance initiatives and other program activities to meet all relevant benchmarking and accreditation standards.
- Ensuring that open and honest communication and consultation exists between management, workers, contractors, and clients.
- Contribute to organisational quality activities to ensure continual review and improvement.
- Actively consult with the internal customer or consumer feedback and respond accordingly to identify areas of need and improvement.
- Contribute to a safe and welcoming workplace at all times.
- Develop and maintain a personal care plan and attendance in the Gateway Health Clinical Supervision or Line Management Meetings
- Protect the rights, safety and wellbeing of children and provide a child safe environment.
- To continually develop both personally and professionally to meet the changing needs of your position, career and organisation.
- The occupant of this position understands and acknowledges that he/she may be required to be redeployed and work as assigned if requested to meet the Health Service's responsibilities in the event of a disaster or emergency.

Inherent Requirements

Gateway Health has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the position (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others.

The position may require the following tasks among other things:

- Manual handling (pushing, pulling, lifting, holding, carrying)
- Sitting, standing, bending, reaching
- Computer work, data entry
- Operating equipment
- Use of personal protective equipment
- General waste handling
- Driving motor vehicles
- Dealing with anxious or upset staff, consumers or members of the public
- Work at and travel to other locations will be required

Code of Conduct

Employees are expected to, at all times:

- Adhere to the Gateway Health Code of Conduct including the Child Safe Procedures
- Maintain a high professional standard and work with integrity
- Work collaboratively
- Communicate with respect and tolerance
- Maintain a client focus
- Adopt a Continuous Improvement approach
- Work within legislative and compliance framework.

Key Selection Criteria

Essential

1. Ability to behave in accordance with the Gateway Health Values of *We Care, We work together, We achieve, We learn, We innovate.*
2. Caring and warm personality with good listening and communication skills
3. Demonstrated compliance with OH&S and any other relevant legislation
4. Commitment to Program's purpose
5. Ability to actively contribute to creating safe and welcoming environments for participants
6. Well-developed communication skills across multiple platforms with the capability to correspond in a clear manner appropriate to the purpose and audience.
7. Reliable and task orientated with good time management skills
8. Ability to adhere to boundaries of the role and seek advice as required.

Mandatory Requirements

1. Current Australian Drivers Licence or accepted International Drivers licence
2. Confirmation of your right to work in Australia, Satisfactory National/International Police, National Disability Inclusion Scheme Worker Check (AOD, FCC, RHT, CI, Reception team/roles only) and Victorian Working with Children Checks must be provided prior to commencement.
3. Evidence of COVID Vaccination or Contraindication must be provided prior to commencement.

Desirable Requirements

1. Experience Volunteering or work with elderly or people with a disability
2. Ability to work in a group setting or as part of a team

3. Willingness to participate in annual Volunteer Survey

About Gateway Health

Gateway Health is a not-for-profit Company limited by guarantee and a registered Community Health Service under the Health Services Act 1988 (Vic).

Vision: People Living Well

Our Purpose: To provide care and services that connect the community and strengthen individual and population health and wellbeing

Our Values: Values reflect the way we interact, connect and work with every client, with partners, with volunteers and with one another. Principles shape the way we plan and design our services and business systems. Together they underpin organisational culture, strategy and the way we deliver our services.

We CARE – We ACHIEVE – We LEARN – We WORK TOGETHER – We INNOVATE

Our Principles: *We **advocate for** fair and equitable access to health care and wellbeing services for all.*

*We **respect** the strength of individuals and the community, and their capacity to recover from adversity.*

*We **recognize** the importance of adaptability and responsiveness to enable us to deliver on our commitment to the community.*

*We **actively listen** and work alongside the community and each other to design and deliver better solutions.*

*We **believe** a learning culture is critical to enhancing the wellbeing of staff, clients and the community.*

*We **contribute to creation of** a connected and integrated health and community care system to achieve the best outcomes for our clients and community.*

Gateway Health strives for an achievement culture that encourages innovation and initiative. We build and foster strengths-based programs that focus on support and recovery. Our staff are our greatest asset.

The organisation employs over 380 staff providing a range of primary health and welfare services across the Ovens Murray region in North East Victoria and parts of Southern New South Wales. Gateway Health serves all people, and is committed to improving individual and population health outcomes. We will do this by providing health care and support to individuals and communities in times of need, and by actively working with our partners to address the social and environmental determinants of health. They are delivered through a mix of centre-based services in Wodonga, Wangaratta and Myrtleford, and outreach services to rural communities across the region.

Gateway Health is committed to creating a workforce that reflects the communities we serve. We believe that a workforce that recognises and celebrates diversity will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.

Review of Position Descriptions:

This position description will be reviewed annually, and when the position becomes vacant or as deemed necessary.

Acceptance of position description

I acknowledge:

- That I will recognise and celebrate diversity, and will best meet the health and well-being needs of all people we serve including Aboriginal and Torres Strait Islander peoples; people with a disability; lesbian, gay, bisexual, transgender and gender diverse people; inter sex people; people experiencing health inequalities; and culturally and linguistically diverse people.
- That I will observe child safe principles and expectations for appropriate behaviour toward and in the company of children.
- That Gateway Health is an equal opportunity employer and has a smoke free workplace policy.
- That Gateway Health has a zero tolerance of child abuse and family violence, all allegations and safety concerns will be treated very seriously. For more information refer to Gateways Health's Child Safety Standards procedure and family Violence Policy.
- That I have read and fully understand the Position Description and Inherent Requirements of the position
- I agree that I have the physical and psychological ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position. This is not intended to be an exhaustive list of all responsibilities, duties and skills required.
- Gateway Health may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected staff member(s).
- I understand that this is separate from the Volunteer Agreement that I will sign, outlining the terms and conditions of my employment.

Accepted by
(print name):

Employee
Signature:

Date:
