



**Queensland  
Community Care  
Network**

## **AGED CARE VOLUNTEER VISITORS SCHEME VOLUNTEER JOB DESCRIPTION**

Hours of work: Minimum 1 hour per fortnight minimum,  
(Check with the aged care home for visiting times)

Responsible to: Community Development Officer

Organisation: Queensland Community Care Network Inc  
Phone: 07 3062 7426  
Email: [info@qccn.org.au](mailto:info@qccn.org.au)  
Web: [www.qccn.org.au](http://www.qccn.org.au)

### **Duty Statement:**

The Volunteer Visitor will be matched with a resident of a Commonwealth subsidized aged care homes who is socially isolated and whose quality of life would be improved by friendship and companionship. The volunteer is responsible for conducting one on one visits with this resident to alleviate their social isolation.

A meaningful social visit can include many activities including chatting, participating in an activity, reading to a resident etc... The desired social activity should be decided on by both the volunteer and the resident to ensure mutual interest.

The resident may be from a variety of backgrounds and/or may have a disability or other special need that can require additional support for a Volunteer Visitor. This can include support for common difficulties such as resident mobility issues, dementia and speech impairments. If a volunteer feels they would benefit from additional support from QCCN, it is up to the volunteer to contact the ACVVS coordinator.

### **The volunteer rights are:**

- Be provided with information about the Aged Care Volunteer Visitors Scheme
- Receive a job description
- Know to whom they are accountable
- Receive clear and concise written instructions
- Receive information on a resident's health if necessary to enable duty of care requirements to be met
- Be respected and supported
- Say no to unacceptable tasks
- Be offered the opportunity to attend information sessions.
- Not be exploited
- Be informed of any changes of circumstances re the person they are visiting if possible
- Have their complaints and concerns addressed
- Be reimbursed for approved out of pocket expenses if requested
- Work in a safe and healthy environment
- Be covered by insurance

### **The volunteer responsibilities are:**

- To offer companionship and friendship
- Provide assistance with small tasks that might be done by a friend or neighbour such as posting a letter if asked and if permitted by the Aged Care Home
- To provide a record of dates of visits to the ACVVS coordinator
- To respect the rights of residents including confidentiality and privacy
- To exercise duty of care at all times
- To inform the ACVVS coordinator if you are experiencing any difficulties with visiting
- To notify the ACVVS coordinator of any accident or incident that occurs while visiting
- To notify the ACVVS coordinator if there is an intention to cease visiting on a temporary or permanent basis e.g.: 8 weeks or more.
- To inform the ACVVS coordinator if you wish to stop visiting a particular resident

### **Skills and Requirements**

- A basic command of the English language
- An interest in working with the aged
- Experience or willingness to be trained if necessary
- Agree and complete a National Criminal History Police Check
- Agree and complete a Statutory Declaration if required
- Common sense approach
- Sound communication and listening skills
- All volunteers must comply with the 'Memorandum of Understanding' Code of Behaviour and refer to the Aged Care Volunteer Visitors Scheme guidelines (which can be found on the Department of Health website) when necessary
- Department of Health restricts Volunteer Visitors to people aged 18 years and over

### **Confidentiality, privacy and dignity**

Volunteer Visitors must understand and practice confidentiality and respect privacy and dignity of the resident.

**Confidentiality** includes the avoidance of discussion of personal details of the resident with other visitors, family and the wider community.

**Privacy** includes both maintaining confidentiality and respecting a resident's right to maintain control of issues they consider to be personal. This may include respecting a resident's privacy during dressing or toileting, respecting the resident's right not to discuss any issue they may not wish to discuss and related issues.

**Dignity** includes supporting the resident to maintain their self-esteem. Volunteer Visitors should undertake all of their interactions in a manner that maximizes the resident's self-esteem. This may include for example, not giving assistance with a task unless requested or first asking the person.

### **National Criminal History Police Record Checks**

QCCN performs and maintains National Criminal History Police Record Checks (police checks) when necessary and these police checks are valid for three years. If at any time the volunteers situation and criminal history changes or is pending due to court proceedings the ACVVS Coordinator must be notified immediately and individuals are not to continue to visit the aged care home until further notification by QCCN.

### **Volunteer Insurance**

QCCN has a duty of care to provide all volunteers with adequate insurance. To find out more about the volunteer insurance that QCCN has, please contact the Brisbane office for further information - [info@qccn.org.au](mailto:info@qccn.org.au)

### **Duty of Care**

All volunteers must take reasonable care to avoid injury to another person, themselves or damage to property as a result of action or inaction. In simple terms, this is a duty of care not to be careless or negligent. A Volunteer Visitor's duty of care includes using common sense and exercising reasonable caution in any activities undertaken with the resident.