

# Individual Social Support Volunteer

## Position Description

<b>Position title</b>	<i>Individual Social Support Volunteer</i>
<b>Responsible to</b>	<i>Individual Social Support Volunteer Coordinator</i>
<b>Direct Reports</b>	<i>Individual Social Support Volunteer Coordinator</i>
<b>Last Updated:</b>	<i>11 October 2020</i>

### **Purpose**

The Newtown Neighbourhood Centre's Aged Care Program provides Individual Social Support (ISS) to older people, with a focus on people who have been marginalized as a result of experiencing homelessness or other marginalizing life experiences including poverty, discrimination, alcohol and other drug abuse, mental health issues, and many other experiences and their intersections.

Individual Social Support is described by the Department of Health and Ageing as:

- visiting,
- telephone/web contact
- accompanied activities like shopping

The composition of which of these activities are undertaken and when they are undertaken should be developed through consultation with the needs and wants of the client at front of mind. In this respect the capacity of the volunteer should be well matched to the needs and wants of the client.

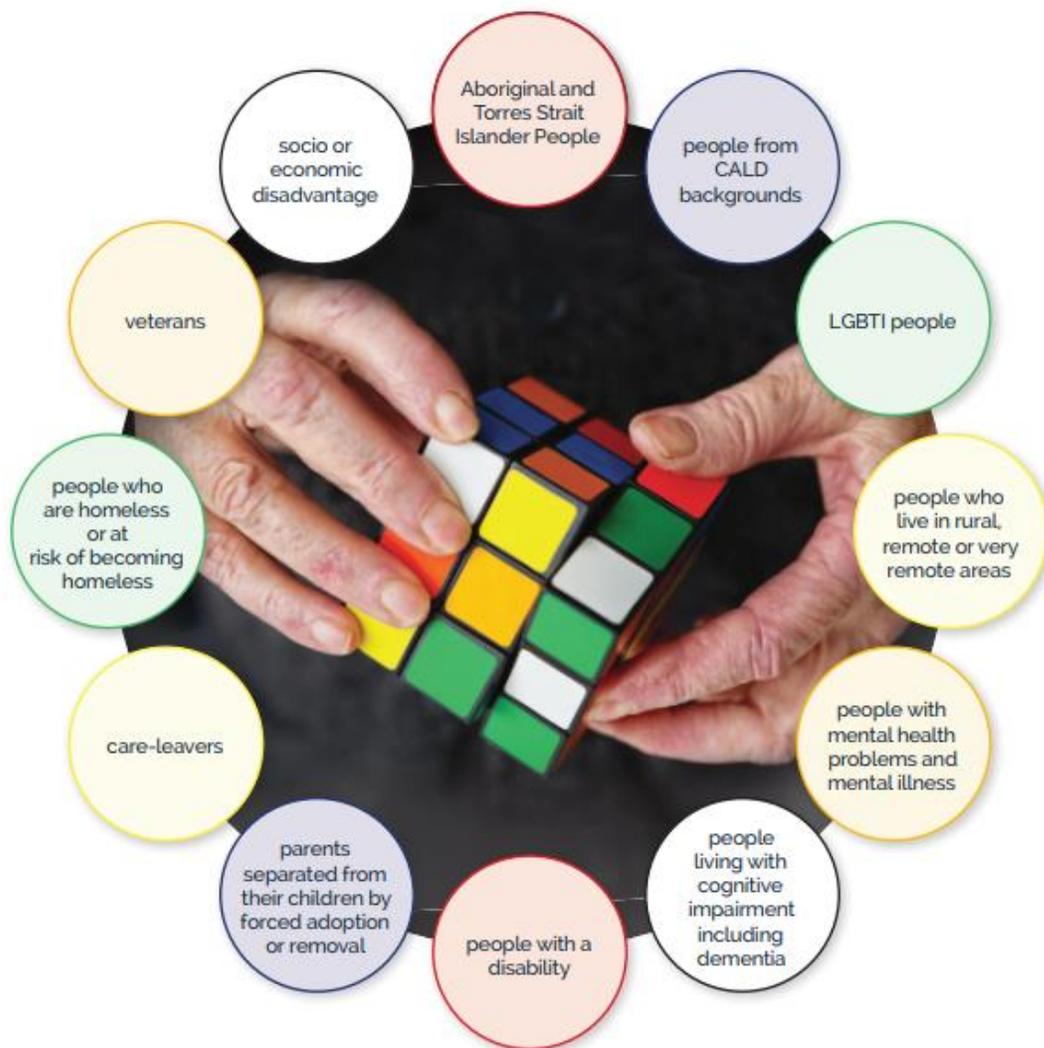
### **Context in which the role operates**

Newtown Neighbourhood Centre (NNC) is a not-for-profit organisation working across the inner western suburbs of Sydney. NNC provides specialist services for people who are at risk of homelessness, as well as aged care, disability and multicultural programs. NNC puts on social and cultural events such as the Saturday markets, SydneyVision, and the annual Newtown Festival. In all that we do, NNC is committed to justice, inclusion, action and fun. We want to work with the community to fulfill its potential.

## Emphasis and impact of the role

The ISS volunteers play a key role in providing social support for older people who are either currently experiencing marginalisation or have a history of marginalization in their lives. This work supports the Newtown Neighbourhood Centre's commitment to social inclusion. The ISS volunteers deliver regular, reliable, social support, through visits, outings, and/or other social contact via phone calls or the internet.

The Newtown Neighbourhood Centre aims to support our community's most vulnerable people and because of this the social support provided will sometimes require a little more effort, compassion, and understanding than might be expected in a more general ISS program. This will require the ISS volunteers to have an understanding of the lived experiences of the diverse range of marginalised populations. For a better understanding of people who may be represented under this category here is a diagram from the Department of Health Aged Care Diversity Framework:



To access the entire document go to: [www.health.gov.au/sites/default/files/documents/2019/12/aged-care-diversity-framework.pdf](http://www.health.gov.au/sites/default/files/documents/2019/12/aged-care-diversity-framework.pdf)

## Key Accountabilities

Key Accountability Areas	Task of this role
Provide social support to the client	<ul style="list-style-type: none"> <li>○ Provide social support to the client, as per agreement with the client and volunteer coordinator, including:               <ul style="list-style-type: none"> <li>○ phone calls or web contact;</li> <li>○ home visiting;</li> <li>○ outings including shopping, coffees, walks</li> </ul> </li> <li>○ Minimise changes in plans with the client and volunteer coordinator, and where changes are unavoidable communicate them to the client and, if appropriate, the volunteer coordinator as early as possible</li> </ul>
Communication with volunteer coordinator and client	<ul style="list-style-type: none"> <li>○ Collaborate with the client and volunteer coordinator to arrange agreed time commitments</li> <li>○ Collaborate with the client and volunteer coordinator to arrange agreed activities</li> <li>○ Communicate rudimentary information regarding social support provision in line with the reporting requirements specified by the volunteer coordinator</li> </ul>
Fostering empowerment and independence	<ul style="list-style-type: none"> <li>○ Focus Social Support on wellness and reablement, ensuring that clients are building or maintaining their own capacity rather than having things “done for” them</li> <li>○ Maintain healthy boundaries in terms of your responsibility as a volunteer</li> </ul>
Gain and maintain a knowledge and skills base that can support your work as an ISS volunteer	<ul style="list-style-type: none"> <li>○ Undertake any training associated with Individual Social Support program at the Newtown Neighbourhood Centre</li> <li>○ Undertake any additional training where possible, desired, or where advised (for example, Covid 19 Infection Control Training)</li> </ul>

\*For more information on wellness and reablement see this report:

[www.health.gov.au/resources/publications/wellness-and-reablement-summary-of-consultations-across-the-home-care-sector](http://www.health.gov.au/resources/publications/wellness-and-reablement-summary-of-consultations-across-the-home-care-sector)

**Declaration**

*I have read this position description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must comply with the Policies and Procedures of Newtown Neighbourhood Centre.*

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Volunteer's Name

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Volunteer's Signature

Date

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Volunteer Coordinator

Date