



## Individual Social Support Volunteer Position Description

<b><i>Position title</i></b>	<i>Individual Social Support Volunteer</i>
<b><i>Responsible to</i></b>	<i>Individual Social Support Coordinator</i>
<b><i>Direct Reports</i></b>	<i>nil</i>
<b><i>Status</i></b>	<i>Volunteer</i>
<b><i>Hours of Work</i></b>	<i>as negotiated</i>
<b><i>Last Updated:</i></b>	<i>14 August 2023</i>

### **Purpose**

To provide social connection and support for older members of the Inner West, enabling them to continue living independently, and strengthening their connection to the community.

Activities may include:

- Visiting the older person at home
- Going on outings together, having coffee, walks, etc
- Telephone or online catch ups

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

Newtown Neighbourhood Centre (NNC) is a not-for-profit organisation that provides specialist services for people who are at risk of homelessness, Aged Care (including a range of multicultural groups) and community development events and activities in the local area. 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 Volunteer will play a key role in:

- Supporting older people to remain connected to their local community.
- Improving the wellbeing of older people by reducing social isolation.
- Engaging older people in activities that are stimulating and engaging and of interest to them and the volunteer.

## Key Accountabilities

Key Accountability Areas	Task of this role
Provide Social Support to the client	Provide mutually agreed and enjoyable social activities with the client/s including via: <ul style="list-style-type: none"> <li>• Phone calls</li> <li>• Home visiting</li> <li>• Social outings eg coffee, walks, drives etc</li> </ul>
Communication with volunteer coordinator and client	Collaborate with the client and ISS Coordinator to develop a broad Service Plan and arrange agreed activities  Regularly communicate with the ISS Coordinator to provide information re hours of service provided and feedback regarding the service and any changes to the client and/or the service plan  Report any concerns or challenges to the ISS Coordinator immediately, including client complaints and/or feedback received.
Fostering empowerment and independence	Support the individual by focusing on wellness and reablement – do “with” the client not “for” the client.  Provide the client with choice and control over the support they receive.  Maintain healthy professional boundaries with the older person and seek support from the ISS Coordinator if this becomes difficult.
Gain and maintain knowledge that can support your work as an ISS volunteer	Participate in training or activities facilitated by the ISS Coordinator and/or broader teams at NNC as appropriate
Other	Ensure support is provided in line with NNC policies and procedures including, but not limited to: <ul style="list-style-type: none"> <li>• Duty of Care</li> <li>• Privacy and Confidentiality</li> <li>• Work Health and Safety</li> </ul>

## Selection Criteria:

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1. Commitment to the values of Newtown Neighbourhood Centre
2. Desire to support older community members to live their best lives.

### 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

Individual Social Support Coordinator

Date

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