



Position Description
COTA Visitors Officer

Position Description: **COTA Visitors Officer**

General Details	
Title: COTA Visitors Officer	Classification: Level 4.1, .6FTE 22.8 hours per week, to 30 June 2023, with potential for extension pending funding
Reports to: Community Programs Manager	Industrial: Social Community, Home Care and Disability Services Industry Award
Projects: COTA Visitors (Community Visitors Scheme / CVS)	Extent of Authority: supervises volunteer visitors and works collaboratively with COTA Visitors support team to deliver the COTA Visitors program

Role Purpose

The COTA Visitors Officer recruits and supports volunteers to befriend and regularly visit older people living in a Residential Aged Care Facility or living in their own home and receiving a Home Care Package, who are experiencing or are at risk of loneliness or social isolation.

The COTA Visitors Officer liaises with, receives and actions CVS recipient referrals and volunteer applications, matches volunteers with recipients for regular and ongoing social visits under the guidelines of the Australian Government’s Community Visitors Scheme and is responsible for meeting COTA SA’s contracted deliverables for this program.

Working with a small team of staff and administrative support volunteers and following established procedures and processes, recruiting and screening applicants as COTA Visitors is a key function of this role, ensuring that suitable applicants are onboarded as volunteers, matched with a CVS recipient, and supported to maintain regular visits.

The COTA Visitors Officer also receives CVS recipient referrals and liaises with them and/or their representatives as required and is responsible for maintaining accurate and confidential records of applicants, volunteers and recipients, and monitoring and reporting visits.

Function	Key Responsibilities
Recruit and onboard suitable volunteer Visitors	In accordance with COTA SA’s Volunteer Policy onboard suitable applicants as volunteer Visitors. This includes; <ul style="list-style-type: none"> • Responding to expressions of interest in the COTA Visitor role • Creating and maintaining accurate applicant and volunteer records in CRM • Conducting interviews • Conducting referee checks • Screening requirements including a current and compliant National Police Check, evidence of COVID vaccinations and Statutory Declaration if applicable. • Reviewing suitability and selection to become a volunteer COTA Visitor • Providing online COTA SA Volunteer Orientation and COTA Visitors Training modules
Matching volunteers with recipients to establish a friendship and maintain regular visits	Match volunteers with CVS recipients and <ul style="list-style-type: none"> • arrange and confirm a first visit • provide relevant information and resources to recipient and/or the recipient’s referrer and the volunteer • liaise, confirm and record regular visit times after first visit • support volunteer to maintain regular visits
Receive, record and acknowledge	Receive recipient referrals for the CVS from older people, their families, aged care providers or other representatives and <ul style="list-style-type: none"> • collect and record relevant recipient information

recipient referrals	<ul style="list-style-type: none"> • record information in COTA SA CRM • maintain recipient confidentiality • acknowledge referrals • make contact with referrers to match and introduce volunteer Visitors • arrange and confirm first and subsequent visits.
Administration and records management	<p>Maintain confidential and accurate records of volunteer Visitors, recipients and their referrers, and interactions using COTA SA's CRM.</p> <p>Collate data and information and provide regular progress reports to management. Collate visits data and contribute to producing six-monthly reports to Government.</p> <p>Facilitate and participate in information sharing, communication and professional development with staff and volunteer colleagues as required.</p>
Program promotion	Effectively promote COTA Visitors to attract suitable volunteer applicants through various channels including Volunteering SA & NT, Seek Volunteering, Go Volunteer, website, social media, radio and print media.
CVS Network liaison	<p>Liaise with the stakeholders as required including</p> <ul style="list-style-type: none"> • attending quarterly SA CVS network meetings • receiving or referring recipients and/or volunteers
COTA SA team culture	<p>Show a commitment to COTA SA values:</p> <ul style="list-style-type: none"> • Respect: We respect and value the contribution and lived experience of South Australians as they age and support each person's right to make choices and to participate in their community. • Diversity: We value the great diversity that characterises South Australians of all ages and are committed to genuine exchange and engagement with older people. • Equity: We are aware of and committed to reducing the impact of inequality, disadvantage and discrimination on South Australians as they age. • Collaboration: We work collaboratively with older people, with our COTA colleagues, with our partners, and with the South Australian community to achieve the vision and purpose of COTA SA. • Integrity: We operate ethically, openly, honestly and with accountability in all our interactions. • Independence: We understand the value and trust that older people and the community place on our independence as the voice reflecting and representing older South Australians. <p>Show a commitment to upholding the expectations of all COTA SA staff:</p> <ul style="list-style-type: none"> • Customer Service: Build effective relationships with a range of key stakeholders and work successfully with diverse groups. • Team Development: Work collaboratively with team members • Positive Disposition: Model professionalism, adopt high ethical and professional standards, instil confidence and trust among team members. • Self-Awareness: Understand own strengths and weaknesses as well as impact on others; open to feedback from others. • Personal Well-Being: Exhibit a personal energy to achieve success and maintain a healthy lifestyle. <p>Comply with the COTA SA Code of Conduct, Service Charter and Policies.</p>

Selection Criteria		
	Essential	Desirable

Training/ Qualifications		Qualifications in social work, aged care, nursing, health sciences or other related discipline.
Experience/ Knowledge	<ul style="list-style-type: none"> - Experience in community engagement, volunteer management, project management, recruitment, human resources or customer service in a community setting. - Experience working with older people to improve wellbeing - Knowledge of the aged and community sectors - Experience in volunteer management/recruitment - Understanding of benefits of social connection, social inclusion and active ageing - Understanding of privacy principles - Knowledge of Work, Health and Safety principles - Experience in reporting outcomes and KPIs to management - Experience in using a CRM effectively 	Experience working with a Community Visitors Scheme
Skills/ Abilities	<ul style="list-style-type: none"> - High degree of personal integrity - High-level communication skills, both oral and written - A strong and ethical customer service approach - High-level organisational and interpersonal skills - Proven ability to manage own workload day to day while handling competing priorities and deadlines. - Strong administrative, self-management and time management skills - Demonstrated ability to generate solutions in a timely manner. - Sound knowledge and application of the MS Office suite of applications, - Effective reporting to management 	Zoho CRM
Licenses/ Certificates	<ul style="list-style-type: none"> - A current National Police Clearance for working with vulnerable people is a requirement of all roles with COTA SA. - Evidence of up-to-date COVID-19 vaccination status 	

Special Conditions

- Duties of the position may vary according to business needs.
- There may be a requirement to work outside of normal business hours.
- Working from a suitable home office is a requirement in the event of further COVID-19 pandemic restrictions.
- The position is subject to compliance with COTA SA’s various policies and procedures including Code of Conduct and COTA SA Service Charter.
- The position is subject to an initial 3-month probationary period and regular performance reviews.

Supervisor Signature: _____

Print name: _____

Date: _____

Employee Signature: _____

Print name: _____

Date: _____