



Volunteer Role Description  
**Community Visitor**

# Volunteer Role Description: **Community Visitor**

<b>General Details</b>	
<b>Title: Community Visitor</b>	<b>Locations: - Residential Aged Care Home or - Older person's own home</b>
<b>Project: COTA Visitors Community Visitors Scheme (CVS)</b>	<b>Time Commitment: Visits of at least an hour once a fortnight – flexible days</b>
<b>Department: Projects and Programs</b>	<b>Duration: ongoing</b>

<b>Role Purpose</b>
Community Visitors make regular social visits and provide companionship and friendship to a resident or group of residents of an Australian Government subsidised Residential Aged Care Home or an older person in their own home who is receiving a home care package.

<b>Key Responsibilities</b>
<ul style="list-style-type: none"><li>• visit a designated recipient of aged care services at least once a fortnight</li><li>• provide friendship and companionship on an ongoing basis</li><li>• undertake activities that are appropriate for the individual or the group This may include, for example;<ul style="list-style-type: none"><li>• playing cards or board games</li><li>• conversation</li><li>• reminiscing</li><li>• craft</li></ul></li><li>• respect the rights of individuals including confidentiality and privacy</li><li>• exercise a duty of care</li><li>• record and submit quarterly reports to COTA SA</li><li>• maintain regular effective communication with COTA SA</li></ul>

<b>Requirements</b>
<ul style="list-style-type: none"><li>• National Criminal History Record Check (commonly known as a "police check") for unsupervised contact with vulnerable people</li><li>• Statutory Declaration for people who have been a citizen or permanent resident of a country/countries other than Australia since the age of 16</li><li>• If visiting in a Residential Aged Care Home, a current annual flu vaccination</li><li>• Successful completion of COTA Visitors volunteer orientation session</li><li>• Ability to undertake visits regularly and at least once a fortnight</li><li>• Ability to continue visits for at least 1 year and preferably ongoing</li><li>• Attendance at scheduled volunteer meetings and ongoing training as required</li><li>• Adherence to COTA SA policies and procedures</li><li>• Adherence to COTA Visitors Procedures Manual and other relevant policies and procedures</li></ul>

## Your Skills and Abilities

- a genuine empathy and understanding of older people
- good communication and listening skills
- being empathetic and non-judgemental
- a commitment to developing a strong and ongoing relationship with an older person and to the COTA Visitors program
- the ability to work independently
- the ability to be flexible
- persistent while establishing a friendship

## Your Related Knowledge and Experience

- Knowledge about ageing and aged care is an advantage.

## COTA SA Values

- **Respect:** We respect and value the contribution and lived experience of 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 Australians of all ages and are committed to genuine exchange and engagement with all older people in Australia.
- **Equity:** We are aware of and committed to, reducing the impact of inequality, disadvantage and discrimination on South Australians as they age.
- **Collaboration:** We communicate and work collaboratively with older people, with each other, with our partners, and with the Australian community to achieve the vision and mission of COTA.
- **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.

## Volunteer out of pocket expenses

Volunteers will be reimbursed for out-of-pocket expenses as per the COTA SA Volunteer Travel Policy. Public transport fare or equivalent will be reimbursed for training and support meetings held at the COTA SA office, or as negotiated with COTA SA staff.

## Privacy Statement

COTA SA's Privacy Statement is on the COTA SA website [cotasa.org.au/privacy](https://cotasa.org.au/privacy). If you would like a printed copy posted to you, please contact the COTA Visitors Officer [cvs@cotasa.org.au](mailto:cvs@cotasa.org.au) or 08 8232 0422