



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 to discuss your visits and any concerns that may arise</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

### Your Related Knowledge and Experience

- Knowledge about ageing and aged care is an advantage.

### 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](http://cotasa.org.au/privacy) If you would like a printed copy posted to you, please phone Volunteer Coordinator Paloma Wraith on 08 8232 0422