

POSITION DESCRIPTION

<u>Position Title:</u>	Community Support Coordinator Aged Care Volunteer Visitors Scheme
<u>Classification:</u>	Social and Community Services Employee – Level 4
<u>Department/Program:</u>	Community Support incorporating the Leisure Buddies Service, the Community Visitor Scheme, the Counsellor Service and the Tutor Service
<u>Report to:</u>	Head of Services and Development
<u>Location:</u>	The role is primarily based at 67 Sutherland Road, Armadale, however in servicing this position the employee may also be required to work in the community and at other locations (80B Harvester Road, Sunshine & 22 Rob Roy Road, East Malvern
<u>Issued:</u>	October 2024

POSITION OBJECTIVE

Inclusion Melbourne has a long tradition of successfully matching volunteers with the people we support in order to provide friendship, connection to the community, and learning & skill development opportunities. Volunteers have the opportunity to make a difference, share their skills, and give back with a focus on the Aged Care Volunteers Visitors Scheme.

The Community Support Department of the organisation is currently responsible for enabling matches between volunteers and adult NDIS participants with intellectual disabilities and between volunteers and older people at risk of social isolation. Additionally, Community Support assists the Inclusion Training department with the recruitment of volunteers to provide support in their classrooms and other settings. From time to time, Community Support may assist with the recruitment of volunteers for other departments, as needed for projects and specific tasks.

To ensure the continuity and success of the Community Support services, the primary objectives of this position are:

- Recruit, screen, induct, train and supervise volunteers in their matched roles
- Attract, assess, match, support and monitor adult NDIS participants with intellectual disabilities
- Attract, assess, match, support and monitor eligible older adults at risk of isolation

These objectives will be achieved through effective communication, adherence to policies and procedure, a commitment to efficiency and a high level of customer service with all stakeholders.

Our Values

Integrity

“To consistently act on sound moral principles”

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

Potential

“The inherent ability or capacity for growth”

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

Individuality

“A single person regarded as a unique personality, distinguished from others by special qualities”

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

Relationships

“A significant connection existing between people and communities”

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

KEY RESULT AREA – Recruiting and on-boarding volunteers

Key Responsibilities	Duties
<p>Manage the recruitment including safety screening processes of volunteers in accordance with relevant documentation, policies and procedures and the National Standards of Volunteering.</p>	<ul style="list-style-type: none"> • Actively recruit new volunteers through the distribution of brochures, and placing advertisements on SEEK Volunteer, in local media, community groups, educational facilities and websites as well as other innovative strategies. • Refresh and review all online advertisements on a monthly basis. • Manage volunteer enquiries and information. • Manage volunteer application, including information gathering and interviewing. • Undertake safety screening processes. • Ensure that Counsellors provide their original tertiary qualifications at the time of their interview. (APAC approved qualifications). • Promote a positive image of the organisation through effective public relations in community settings and community education. • Work with all stakeholders to ensure that volunteers are properly valued and appreciated. • Recruitment and screening of volunteers is undertaken in accordance with relevant documentation, Inclusion Melbourne policies and procedures, and the National Standards of Volunteering and is evidenced in up-to-date databases, spreadsheets, and other relevant records. • Online advertisements placed and/or maintained on a monthly basis. • Volunteer enquiries actioned within 7 working days.
<p>Manage the onboarding and induction of new volunteers</p>	<ul style="list-style-type: none"> • Coordinate the onboarding of each new volunteer including documentation collation, system access if required and provision of all relevant training and or materials. • Facilitate and record induction of volunteers on commencement of their role. • Ensure all volunteers are provided with appropriate orientation and induction that is relevant to their role and location. • Facilitate introductions between volunteers and the NDIS participant or older person. • Ensure volunteers complete mandatory training depending on their role, including NDIS worker induction, ACVVS induction and Inclusion Melbourne induction program. • Support evaluation and improvements to all training programs as required. • Support volunteers to access additional training or events that are relevant to their roles as required. • Manage the exit of all volunteers from IM including removal of system access etc. • Ensure that all volunteers complete mandatory training such as the general Inclusion Melbourne

	<p>required timelines.</p> <ul style="list-style-type: none"> • Collaborate with colleagues to ensure induction and other training is relevant and up to date with current practices. • Support volunteers to access additional training that is relevant to their roles as required. • Up to date records of mandatory and other training is accurately maintained in the volunteer record and in relevant databases and spreadsheets. • Evaluate training monitored for all volunteering roles, and areas for improvement actioned.
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KEY RESULT AREA – Managing and Supervising Volunteers

Key Responsibilities	Duties
<p>Manage and supervise volunteers effectively and efficiently to ensure best practice outcomes for our participants.</p>	<ul style="list-style-type: none"> • Ensure that the volunteer has a dedicated Community Support staff supervisor and understands line management and reporting structures. • Provide dedicated supervision to allocated volunteers within geographical zoning. • Nurture and support volunteers to ensure retention and enjoyment of their role with a view of maintaining high satisfaction levels. • Ensure volunteers understand their responsibilities, including understanding Inclusion Melbourne policy and procedures and reporting structures. • Monitor, review and document volunteer probationary periods and maintain stringent record keeping in CRM related to all volunteer activity. • Collaborate with team members to ensure resolution of any issues relating to volunteers is dealt with in a timely, calm and thoughtful manner. • Maintain regular contact with volunteers through phone calls, text messages, face-to-face meetings and emails documented in file notes and other relevant documents. • Collect regular feedback from volunteers and conduct a three-month review interview. • Perform regular reviews with volunteers to ensure that their role is still appropriate and meeting needs for all parties including the organisation. • Support the annual volunteer engagement survey and other reviews as required. • Maintain records/database/s on all reviews, birthdays and anniversaries of volunteers and ensure contact is made on these dates. • Manage and problem-solve issues that may arise promptly, professionally and sensitively to support continued engagement.

KEY RESULT AREA – Attracting and On-Boarding the People we support

<p>Manage and supervise volunteers effectively and efficiently to ensure best practice outcomes for our participants.</p>	<ul style="list-style-type: none"> • Work with internal and external stakeholders to promote, attract and recruit NDIS Participants and eligible older persons. • Manage intake of NDIS participants and eligible older
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	<ul style="list-style-type: none"> • Obtain all relevant information about goals and requirements for NDIS participants and eligible older persons for matching purposes. • Arrange matches according to geographic proximity, personalities, interests and goals. Also consider culture, age and gender if necessary. • Conduct introduction meetings with the participant or older person to their volunteer and clarify goals, roles and responsibilities. • Support the matched pair as they commence building their friendship and engage in regular activities. • Complete all data entry, meetings, assessments and planning as required and according to relevant documents including policies, procedures, checklists and Guide Besides for NDIS participants and eligible older persons. • Undertake marketing strategies in collaboration with Inclusion Melbourne and the Community Support team. Strategies include social media, the distribution of brochures and placing advertisements in local media, community groups, educational facilities and websites. • Develop and action an individual recruitment marketing plan in order to find a suitable volunteer. This may include advertisements developed for publication on various sites, networking with relevant groups and liaising with current contacts. • Assist with enquiries and provide information about services. • Conduct meetings with the NDIS participant or eligible older person to develop a profile, discuss the goals of the match and obtain information about what the person is looking for in a volunteer. • Arrange and facilitate introductions and matches. • Ensure all documentation is completed, including personal details, emergency contacts, goals, 'about me', induction and consent forms. • Ensure the Counsellor Consent form is discussed in detail, agreed to, & signed. • Records and databases are precise and kept up to date on a weekly basis.
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KEY RESULT AREA – Monitoring, Supervising and Supporting Matches

Key Responsibilities	Duties
<p>Monitor, supervise and support matches to ensure that appropriate matches and requirements are maintained.</p>	<ul style="list-style-type: none"> • Provide ongoing support to the participant or older person and their volunteer in relation to negotiating issues and relationships and monitor the achievement of goals. • Ensure that Counsellors receive regular support from their more experienced Peer Support Mentor and attend quarterly peer support meetings. • Support ongoing training opportunities for volunteers, ensuring they have access to best practice. • Renew volunteer police and safety checks as required. • Monitor the need for participants, older persons and their volunteers to access Inclusion Melbourne's Public Liability Insurance and Personal Accident Insurance as

	<ul style="list-style-type: none"> • Ensure monthly contact with volunteers via phone calls, emails, text messages or face-to-face meetings. • Maintain regular contact with NDIS participants or older persons and/or their families and carers via phone calls, emails, text messages or face-to-face meetings, as required. • Maintain stringent recording of database/s for safety screening check renewals. Feedback/case noting, complaints and incidents in line with policies and procedures. • Document progress and achievement of participant goals for NDIS plan renewal meetings as required. • Monitor and manage feedback, complaints and incidents according to Inclusion Melbourne policies and procedures. • Other tasks as directed by the Manager Community Support.
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Key Result Area – Administration, Reporting and Data Collection

Key Responsibilities	Duties
<p>Manage all relevant administration, reporting and data collection professionally, accurately and efficiently.</p>	<ul style="list-style-type: none"> • Collect data as required, to identify trends and for reporting purposes. • Ensure, timely and accurate reporting of all statistical reports, collection of stakeholder feedback, satisfaction surveys and other reports as delegated by the Manager, Community Support. • Maintain notes, files and information in databases and spreadsheets in accordance with agreed procedures. • Update and document systems and processes in collaboration with the team as required. • Collect feedback on volunteer activity each month • Submit reports and statistical data on a regular basis and in accordance with agreed timeframes • Stringently maintain all records and databases, including notes, Outlook contacts, files, information, databases and spreadsheets in accordance with organisational policy and as delegated by the Manager. • Ensure all enquiries about services are actioned within 5 working days.

Key Result Area – Teamwork and Relationship Management

Key Responsibilities	Duties
<p>Values of Inclusion Melbourne are incorporated into daily work practices.</p>	<ul style="list-style-type: none"> • Demonstrates and upholds IM Values
<p>Positive customer feedback.</p>	<ul style="list-style-type: none"> • Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.
<p>All communications are positive and effective.</p>	<ul style="list-style-type: none"> • Ensure effective communications with all stakeholders.
<p>Staff Engagement</p>	

	relevant policy.
Teamwork	<ul style="list-style-type: none"> • Attends and participates in relevant meetings • Contributes to the development of the administration team ensuring communication is positive and effective • Sets and keeps high standards of teamwork • Openly supports and respects diversity within the team • Works with team members to assist in planning and in achievement of team timeline, goals and outcomes • Proactively supports other team members.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Head of Services and Development
Supervision:	Nil
Internal Liaisons:	Community Support staff Direct Support staff Administration and Finance staff Policy, Research and Advocacy staff Inclusion Training staff
External Liaisons:	People we support and their families Other service providers as required Members of the public The National Disability Insurance Agency Department of Health and Human Services

ACCOUNTABILITY, EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

The freedom to act is governed by clear objectives and tasks set by the Head of Services and Development.

In order to achieve the duties and responsibilities of the position, the Community Support Coordinator is expected to:

- exercise judgement and make appropriate decisions and evaluate alternatives within prescribed procedures and guidelines
- be accountable for the quality, timeliness and accuracy of own work
- undertake a variety of tasks of a specialised and/or detailed nature under direction
- exercise professional judgement when engaging with external and internal stakeholders
- use initiative to identify or predict when issues may arise and bring them to the attention of the Manager, Community Support
- understand policies and procedures relating to the Community Support Coordinator role
- alert management of any potential issue or crisis
- act with discretion and maintain confidentiality on all matters

KEY SELECTION CRITERIA

Selection Criteria will be used to form the basis of the interview questions.

Essential

- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values

- Previous experience in recruitment, management, coordination, and retention of volunteers or staff, preferably within the not for profit sector.
- Well-developed interpersonal skills, including effective stakeholder engagement skills and ability to develop and maintain relationships
- Well-developed written and verbal communication skills
- High level of computer literacy
- Proficiency with information technology
- Experience in marketing, community engagement and workplace training highly regarded
- Proven team-work skills and the ability to work collaboratively or to undertake independent activities where necessary
- Ability to undertake administrative duties associated with the role, maintain relevant data and provide timely reports
- A current Victorian driver's licence.

Desirable

- Experience in working within the NDIS and or the Aged Care Volunteer Visitors Scheme (ACVVS)
- Relevant tertiary qualification or equivalent experience in the community services field
- Demonstrated success in working effectively with a diverse range of people, including families from CALD (culturally and linguistically diverse) backgrounds
- Ability to contribute to the develop and delivery of workplace training

NDIS Worker Screening Check

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to clearance through the NDIS Worker Screening Check. It is mandatory for incumbents of risk-assessed roles to have full clearance prior to commencing with Inclusion Melbourne.

Equal Opportunity & Diversity

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.

Employee Declaration

I have read, understand and accept this position description, and agree to fulfil the requirements of this role to the best of my ability. I understand that the position description may be modified from time to time to suit organisational requirements.

I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- Driver license status (if applicable)
- NDIS worker screening check
- Compliance with Inclusion Melbourne's Vaccination Policy
- The capacity to fulfil the inherent requirements of the role

Employee's Name:

Employee's Signature

Date: / /