

POSITION DESCRIPTION

Position Title	Aged Care Volunteer Visitor Coordinator		
Team	Health and Wellbeing		
Classification	SCHADS Level 4	Employment Status	Full Time, Fixed term
Position reports to	Senior Manager – Aged Care and Carer Services		
Location	South East Melbourne, primarily based in Dandenong		
Last revised on	January 2025		

A. Who We Are

SMRC is a not-for-profit community-based agency providing services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs. For 30 years SMRC has supported the settlement of newly arrived refugees and provided community-based services for migrants and refugees through funded in-language social, economic, health and wellbeing programs. SMRC provides a wide range of aged care services, ensuring that older community members have access to care and support that is culturally sensitive, and in-language where required.

SMRC operates a multicultural labour hire service, which provides a culturally sensitive and in-language alternative to in-home care.

The vision of SMRC is to ensure that migrants and refugees are enabled to achieve their goals and aspirations. We exist to support and empower migrants and refugees through our delivery of programs and services that are innovative, inclusive, and impactful.

B. Role Purpose

The Aged Care Volunteer Visitor Scheme (ACVVS) is funded to support consumers on Home Care Packages or residents in a Residential Aged Care facility, to feel valued, involved in the community and to increase independence.

Our aim is to collaborate with key stakeholders in the Aged, Welfare and Social Sectors and the Community to improve the lives of older people.

SMRC is funded to support the ACVVS.

This position is funded by Department of Health and is responsible for the coordination of the program as per national guidelines, SMRC policies and procedures, business rules and ACCVS Coordinators manual.

C. Key Responsibilities

SCHADS Award Characteristics of this level –

- Contribute towards establishing work related procedures.
- May be required to supervise various functions within the work area or activities of a complex nature.
- May be required to provide specialist expertise or advice in their relevant discipline.
- Work at this level requires a sound knowledge of program, activity and operational aspects of the work performed.
- Employees require skills in managing time, setting priorities, planning and organising their own work and that of lower classified staff and/or volunteers where supervision is a component of the position.
- Employees will be expected to set outcomes and further develop work methods where general work procedures are not defined.

Program Management

- Actively recruit, train and support ACVVS volunteers ensuring compliance with legislation and procedures and organisational governance, eg. Police checks, orientation and other relevant training requirements.
- Ensure, as necessary, volunteer awareness, education and training in service delivery including Diversity, Cultural and Vulnerable communities.
- Promote, raise and increase awareness of all aspects of ACVVS to aged care providers and the broader community.
- Actively seek referrals and ensure recipient suitability for the scheme- this should involve meeting/discussing with recipients their needs
- Contact potential ACVVS recipients within 3 working days of receipt of referral.
- Match volunteers with recipients based on compatibility and needs- this will involve supporting volunteer and recipient during the initial meeting to assist in establishing the relationship.
- To work with the team to manage ACVVS recipient numbers as per Funding Agreement (200 recipients 20 visits per 12 months with a margin of 5%)
- Track, monitor and keep accurate records of volunteer activity monthly, using spreadsheet and templated documents (to ensure compliance with Funding and Organisation Governance)
- Provide ongoing support and supervision to volunteers, addressing any issues or concerns raised by either the ACVVS volunteer or the Aged Care Service Provider regarding the recipients' needs or relationship.
- Ensure all ACVVS bi-monthly, biannual and annual data is accurate and ready for submission before the prescribed closing date.
- Provide monthly updates to Network member regarding matching delays and inability.
- As requested, attend Network meeting either in person or remotely.
- Maintain high level of communication and positive relationship with Network members, Aged Care Providers and Volunteers
- Information sharing and liaison with relevant State and Territory Network Members
- Participate in the development and updating of internal policies and procedures for ACVVS service delivery in liaison with line manager.
- Ensure all client confidentiality is maintained, and data is managed and stored in a secure way.

People Management

- Provide support to team members and to work as a team in accordance with the SMRC policies, framework, and Code of Conduct.
- Support in orientation to team members so that they undertake their work in accordance with SMRC's and program priorities.

Risk Management

- Contribute towards identification and management of risks and exposures to ensure compliance with contract and service agreement where applicable and SMRC policy and management processes.
- Ensure compliance with all legislative and regulatory requirements including the Privacy Act, Equal Employment Opportunity, Child Safety, Sexual Harassment and Occupation Health and Safety.
- Contribute to continuous improvement.

Community and Agency Relationships

- Develop and maintain positive relationships with key stakeholders including relevant Local Government representatives, service providers, relevant community leaders and associations.
- Represent SMRC in a professional manner at all networks and events.

Finance

- Assist with budget planning.
- Work within the program budget as approved by the Board and within the organisational policy.
- Ensure all reporting and budgeting requirements are adhered to as per funding guidelines.

General duties and responsibilities to all staff

- Respond to hazard identification and incident reporting promptly and work proactively at ensuring a safe workplace is provided for employees.
- Any other duties as directed by the program manager and commensurate with the scope and classification of the position.
- Participate in learning and development opportunities to enhance and develop skills required for the coordinator role
- Attend compulsory training as per SMRC policy.
- Adhere to all organisation policies and procedures
- Compliance with Public Health Orders including COVID and Influenza vaccination requirements

D. Person Specification

Qualifications

- Min Certificate IV in Community Service, Human Services or equivalent
- Min 1 year experience in relevant sector
- Relevant demonstrated experience in working with Volunteers, support and coordination

Key Knowledge Areas

- Experience of working in a not-for-profit organisation (desirable – not essential)
- Appreciation of working in a multicultural workplace
- Strong interpersonal skills
- People management
- Community and agency relationships
- Data literacy
- Knowledge of sector
- Understanding of social isolation

Requirements

- Current Victorian drivers' licence and own vehicle
- Police Check

- Working with Children's Check (WWC)

E. Key Selection Criteria

Essential capabilities

Experience in Volunteer/Recipient Management:

- Proven experience in recruiting, onboarding, training, and supporting volunteers
- Proven experience in matching volunteers to recipients.
- Understanding of how diversity impacts individuals' engagement with community, government, and health service.
- Ability to manage and support a diverse group of volunteers.

Professionalism

- Demonstrates strong organisation and time management skills.
- Demonstrates taking responsibility for personal and team performance.

Communication

- Excellent interpersonal and communication skills.
- Proficiency in using computer systems and maintaining records

Teamwork

- Support productive working relationships and work-life balance.
- Openly shares information, participates and contributes to team discussions.

Governance and compliance

- Risk Management, ensures that risks are identified and reported in own work context.
- Demonstrable understanding of Continuous Improvement and impact on service delivery

Special capabilities

Community and inter-agency relations

- Develop partnerships and work collaboratively with other organisations according to SMRC operational plan.
- Knowledge of community - Demonstrates and maintains a level of understanding of the sector and current community issues and of other relevant organisations.

Service Delivery

- Ensure high quality service delivery across all areas.
- Client confidentiality and dignity – Understands systems and policies for protection of client Confidentiality.

F. Personal attributes for this position

- **Culturally aware**- Respect difference in all forms, value diversity as a strength, and positively utilise diversity.
- **Analytical**- Review options and opinions before making judgements; Takes a systematic approach when developing improvements.
- **Collaborative** - Engenders a spirit of teamwork.
- **Inclusive** - Actively seek feedback and incorporate this into decisions and actions when legal, ethical and aligned with SMRC's Values; Communicate options, decisions and actions.
- **Supportive** - Encourage others to attain personal and organisational goals; Listen actively and inspire confidence.
- **Ethical** - Model expected standards of behaviour and the SMRC Values and Code of Conduct.
- **Self-Disciplined** - Manages time and plan well to achieve key outcomes.
- **Empathic**- to the needs of older persons

G. Staff reporting to this position

None

H. Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC believes in protecting the safety, rights and wellbeing of children including the expression of cultural beliefs and identity.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

All employees of SMRC are covered by the Social, Community, Home Care and Disability Services Industry (SCHADS) Award and are required to follow common conditions of employment.

A summary is listed below:

- Employees must contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Conduct must be in accordance with the SMRC Code of Conduct, Employment Contract, Confidentiality Agreement and other SMRC policies and procedures.
- Salary is set in accordance with the relevant Award and classification.
- Leave entitlements are as per Award and SMRC Policy guidelines.
- All position descriptions are open to periodic review by management in consultation with staff.
- SMRC provides a smoke-free environment, including within vehicles.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- The staff member must comply with child safety standards and policies.
- SMRC Values - Integrity, Compassion, Accountability, Respect, Excellence.

I. Important Information

SMRC offers:

Salary Sacrifice: Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

Professional Development: Employees are offered training to invest in their professional development that is relevant to their field of work.

All appointments to the SMRC are subject to the following:

- Police Check (not older than 6 months)
- Employee Working with Children Check (not expired)
- NDIS Worker Screening Check (not expired)

Please visit the SMRC website at www.smrc.org.au or for further information contact the People and Culture Team on 03 9767 1900 or at hr@smrc.org.au.

J. Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date