

VOLUNTEER POSITION DESCRIPTION

Recreation Programs

ORGANISATIONAL CONTEXT

Gateways mission is to empower and support children and adults with a disability / additional need and their families to maximise their:

- Quality and enjoyment of life
- Potential
- Positive relationships within the community

CORE VALUES

The following organisational values apply equally to relationships with children / adults with a disability / additional need, their families, staff, volunteers and other organisations and the broader community.

Commitment and Cooperation

Opportunity and Openness

Respect and Reliability

Excellence and Empathy

GATEWAYS RESPITE AND RECREATION SERVICES OBJECTIVES

- Provide appropriate, high quality support and care to enable people with disabilities to enjoy a positive lifestyle as a respected member of their local community.
- To work together as a team to ensure that all participants have an opportunity to be involved in activities in a positive way.
- Build on the unique strengths and needs of each participant.

VOLUNTEERING FOR THE GATEWAYS RECREATION PROGRAMS

- Volunteers support children and adults with a disability to participate in recreation programs.

REPORTING ARRANGEMENTS AND ACCOUNTABILITY

Gateways Support Services Inc. is managed by a Board of Management that is responsible to clients, funding bodies and the community for all aspects of service provision and management of the organisation. This responsibility is delegated through the Chief Executive Officer to staff.

The Volunteer Program is part of the Respite and Recreation Services offered through Gateways and is overseen by the Respite and Recreation Manager, Vicki Cameron. The Volunteer Coordinators, Jenny Schmidt and Carol Fogg, are responsible for the selection, recruitment and training of volunteers.

DUTIES AND RESPONSIBILITIES

In providing staff and volunteer support to families, Gateways Support Services follows the Department of Human Services Disability Standards as outlined:

Disability Standard 1: Service Access

Each client seeking a service has access to a service on the basis of relative need and available resources.

Key responsibilities:

- Volunteers work collaboratively with Gateways Support Services to ensure that clients have access to services and the community on the basis of relative need.
- Volunteers actively promote Gateways Support Services to its entire target group and ensure that information regarding the service is available in accessible formats for people who may be potential service-users.

Disability Standard 2: Individual Needs

Each client and their family receive a service, which is designed to meet their individual needs and personal goals in the least restrictive way.

Key responsibilities:

- Volunteers to provide quality care and support to clients under the direction of the Volunteer Coordinator and / or the Recreation Coordinator.
- Undertake volunteer service activities in a positive manner that builds on the client's strengths and interests.
- Volunteers to provide support to clients in a manner which assists clients to have as much control and independence as possible without compromising Gateways' duty of care to the client.
- Volunteers to ensure that a safe and healthy environment is provided when supporting clients.
- Volunteers to respect the special needs of clients from koori or culturally linguistic and diverse backgrounds.

Disability Standard 3: Decision-Making and Choice

Each client has the opportunity to participate as fully as possible in making decisions about the events and activities in their daily lives.

Key Responsibilities:

- As a volunteer, ensure that the client is consistently supported to make choices and decisions about their involvement in activities.

Disability Standard 4: Privacy, Dignity and Confidentiality

Each client's right to privacy, dignity and confidentiality in all aspects of their life is recognised and respected.

Key responsibilities:

- Volunteers to interact and support clients in ways which always respects their dignity and privacy.
- Volunteers to ensure that the confidentiality of client information is maintained at all times in accordance with Gateways' policies.

Disability Standard 5: Participation and Integration

Each client is supported and encouraged to participate and be involved in the life of the community.

Key responsibilities:

- Volunteers to provide positive opportunities and experiences for children and young adults to be a part of the community.

Disability Standard 6: Valued Status

Each client has the opportunity to develop and maintain skills and to participate in activities that enable them to achieve valued roles in the community.

Key responsibilities:

- Volunteers to ensure that a positive image of people with disabilities is promoted in the community.

Disability Standard 7: Complaints and Disputes

Each client is free to raise and have resolved any complaints or disputes he or she may have regarding the service provider or the service.

Key responsibilities:

- Volunteers to refer any concern or complaint raised by a client immediately to the Recreation Coordinator on duty.

Disability Standard 8: Service Management

Each service provider adopts sound management practices, which maximise outcomes for clients.

Key responsibilities:

- Volunteers to have knowledge of the relevant Gateways policies and procedures and work in a manner consistent with these at all times.
- Volunteers to immediately report any risks which may impact on the client, the organisation or their role as a volunteer to the Recreation Coordinator on duty.
- Volunteers to report all critical incidents to the Recreation Coordinator on duty.
- Volunteers to participate in review sessions.
- Volunteers to participate in training activities.

Disability Standard 9: Freedom from Abuse

Each client has the right to be free from verbal, physical, sexual and emotional abuse and neglect.

Key responsibilities:

- Volunteers to support clients in a way that prevents clients being exposed to abuse or neglect.
- Volunteers to immediately report any incident, or suspicion of, any form of client abuse or neglect to the Recreation Coordinator on duty.

KEY FUNCTIONS

1. Work environment:

- Manage and maintain a safe work environment.
- Wear personal protective equipment (eg rubber gloves) to provide protection from potential infectious and hazardous substances.
- Adhere to Gateways policies whilst participating in programs.

2. Manual handling:

- Abide by manual handling policies and guidelines. (Back care)
- Undertake manual handling training as required.

3. People contact:

- Support clients with an intellectual, physical, sensory disability.
- Support clients, valuing diversity and differences.
- Support clients to participate in community and recreational activities.

SELECTION CRITERIA

1. Suitable level of communication and people skills including the ability to:

- Effectively communicate and maintain positive working relationships with clients, and Gateways staff.
- Work as part of a team.
- Contribute positively to the culture and values of the organisation as a volunteer worker.
- Work effectively within reporting and line management systems.

2. Personal attributes including:

- Flexibility and adaptability.
- Creativity and initiative.
- Drive and enthusiasm to support people with a disability.
- An invested interest in community mindedness.

TERMS AND CONDITIONS OF VOLUNTEER WORKER APPOINTMENT

- Police Check – national name check undertaken and cleared on volunteers over 18 yrs .(no cost to volunteers)
- Referee checks – two referee names to be provided and cleared.
- Satisfactory health declaration in accordance with the Gateways Support Services application.

PREFERRED QUALIFICATION

No qualifications required.

A commitment to supporting people with a disability is necessary.