

VOLUNTEER POSITION DESCRIPTION

Program area:	Community Engagement
Relevant roles:	Fundraising, Marketing and Events Volunteer, Social Support Services Community Connection Volunteer, Silver Rainbow Social Club Leader (LGBTIQA+ identified), Administration Volunteer, Parkinson's Support Group' Parky Pals', Men's Cooking Classes
Location:	Various sites: Castlemaine and Maldon
Classification:	Volunteer
Reports to:	Volunteer Mentor, Volunteers Coordinator
Time commitment:	As required
Amendment date:	October 2023

Welcome to Dhelkaya Health

Welcome to the volunteer program at Dhelkaya Health. Our volunteers provide invaluable support to staff and enhance the quality of life of our patients, residents and community members.

Dhelkaya Health values diversity and fosters a culture that is welcoming of all people, including but not limited to; Aboriginal and Torres Strait Islander people, people with a disability, lesbian, gay, bisexual, transsexual and intersex people, people experiencing health inequalities and culturally and linguistically diverse people.

About Dhelkaya Health

Dhelkaya Health is a new health service on Dja Dja Wurrung country; it is the coming together of Castlemaine Health, Maldon Hospital and CHIRP Community Health. Dhelkaya Health is shaping a better health system for the people of Mount Alexander Shire and beyond, while staying true and local in everything it does.

Dhelkaya Health delivers a diverse range of inpatient, outpatient, aged care, community health and outreach services to Mount Alexander Shire. It also delivers assessment, rehabilitation and allied health services to neighbouring shires.

Dhelkaya Health is committed to the quality, accessibility and sustainability of acute, aged and community-based healthcare, and family and housing services. Dhelkaya Health has campuses in Castlemaine and Maldon.

Position purpose

To assist Dhelkaya Health in the delivery of a range of community engagement activities, ranging from administration activities that support community events and connections, through to providing direct support, companionship and community engagement services.

Role	Description
Fundraising, Marketing and Events Volunteer	To provide public relations and fundraising assistance to the Marketing & Communications Manager & the Fundraising Officer.
Social Support Services Community Connection	To assist the Social Support Service Activity Workers in the delivery of meaningful group activities and social interaction between clients (club members), which take place in various community settings.
Silver Rainbow Social Club Leader (LGBTIQA+ position)	The Silver Rainbow Social Club provides a space for LGBTIQA+ community members to connect with each other on a regular basis. This position provides support, leadership and assistance to members.
Administration Volunteer	Provide administrative support to various departments within Dhelkaya Health (e.g. Community Services and Wellbeing, Quality and Risk)
Parky Pals Parkinson's Support Group	Parky Pals is a monthly support group gathering of anyone whose life has been affected by Parkinson's Disease
Men's Cooking Classes	To assist with the Cooking for Blokes classes which takes place at Community House over a 6-week period.

Personal attributes required	General accountabilities
• Ability to work as part of a team • Good communication skills • Friendly, engaging manner • Ability to take instruction and seek assistance • Flexible approach, reliable and patient • Non-judgemental and positive attitude	• Obtain and/or maintain a current and satisfactory National Police Check • Participate and obtain satisfactory feedback through regular formal and informal performance review meetings. • Participate in and commit to ongoing workplace initiatives and activities in health and safety, quality improvement and risk management • Demonstrate behaviours that are consistent with the Code of Conduct for Victorian Public Sector Employees.

Fundraising, Marketing & Events Volunteer	Accountabilities
	• Media monitoring activities including newspaper clippings and online searches • Assist with recording donor activities in DonMan donor management system • Updating database and a project of adding in email addresses • Printing recognition certificates, brochures and pamphlets according to staff specifications • Assisting with fundraising activities • Research information for specific projects • Assisting with administrative tasks as required
	Selection criteria
	• Communications/promotions/public relations qualification or relevant experience.
Social Support Services Community Connection	Accountabilities
	Under guidance from activity workers: • Facilitate social interaction between clients and with individual clients. • Encourage and support participation in activities, as appropriate. • Promote individual choice and decision making through focussing on individual strengths, preferences and interests. • Encourage and support clients to maintain activities of daily life by doing with rather than doing for. • Ensure client safety, confidentiality and privacy at all times. • Be aware of group dynamics and assist quieter clients to engage with group activities. • Refrain from sharing own personal problems/difficulties with clients. • Assist with meal and beverage preparation, serving and cleaning up, as required.
	Selection criteria
	• Experience/interest in working/volunteering with older people and/or people with disabilities
Silver Rainbow Social Club Leader (LGBTIQA+ position)	Accountabilities
	• Assist with recruiting local older LGBTIQA+ participants (approximately 20+) • Assist with phone queries from potential participants • Assist with initial 'meet and greets' for new participants • Assist with facilitating fortnightly meet-ups at a local venue (approximately 17) • Assist with facilitating ad hoc excursions to local LGBTIQA+ events (approximately 3+) • Assist with providing cultural-safety for participants • (If qualified) drive the Council mini-bus to excursions

	• Assist with evaluation and reporting on the project. • Contribute to planning to continue the project after funding or the facilitator ends.
	Selection criteria
	• Experience/interest in providing support to community members who may be at risk of isolation/exclusion • Identifies as a member of the local LGBTIQ+ community • Drivers license, roadworthy vehicle and comprehensive insurance
Administration Volunteer	Accountabilities
	Provision of administrative support to the relevant department, including • filing of documents • relocation of and ordering folders • assist with data entry • under the direction of staff assist with other documentation tasks • print and fold information brochures
	Selection criteria
	• Relevant experience in administration and high level of familiarity with an office environment.
Cooking for Blokes Volunteer	Accountabilities
	Tasks involved include • Photocopying and laminating prior to classes commencing • Weekly additions to participants pack On the day: • Assisting with the setup • Washing dishes and very light kitchen clean up • Sweeping out kitchen • Handing out weekly additions to participants
	Selection criteria
	• Experience/interest in providing support to community members • Ensure client safety, confidentiality and privacy at all times • Facilitate social interaction between clients and with individual clients. • Encourage and support participation in activities, as appropriate.

Working within the scope of your role

Volunteers must not advise, counsel, or influence patients in any medical, legal or personal matters. Volunteers are never to engage in any clinical practices. Volunteers must keep information regarding patients, other staff members and hospital business, which they may sight while they carry out their volunteer role, strictly confidential.

Volunteer acceptance

I acknowledge that:

- I have read and understood the requirements of the volunteer position as outlined in my role as a volunteer with Dhelkaya Health
- I possess the necessary skills, knowledge, experience and abilities to successfully perform in this volunteer role

Name (print): _____

Volunteer role: _____

Signature: _____

Date: _____