

VOLUNTEER POSITION DESCRIPTION

Program area:	Community Health
Relevant roles:	Chatty Café Volunteer Host, Volunteer Co-Host, Volunteer Connector
Location:	Various
Classification:	Volunteer
Reports to:	Isis Jordan, Community Connector
Time commitment:	One hour per week
Amendment date:	14/02/2026

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 neighboring 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.

Dhelkaya Health has a commitment to creating and maintaining an environment that promotes the safety of all children. Volunteers appointed to these roles will be provided with training in prioritising the safety and wellbeing of children, and how to support and encourage a culture of prevention and reporting of child abuse or harm.

Position purpose

Health has many aspects, and connection with people is an important part of our overall wellbeing. Get Connected is a Social Prescribing program, and is a pathway to connect people with social, non-medical needs, to community clubs, groups, and activities to improve their emotional and physical health and wellbeing.

Chatty Café is just one component of the Get Connected Mount Alexander program. Chatty Café is a no obligations drop in cuppa and chat session once a week at a local café for participants of the Get Connected project to establish connections, meet key members of community groups as well as enjoying a safe place to build trust and “practice” social skills.

Co-hosting is just one component of the Get Connected Mount Alexander program. A Co-host is someone who wants to create something new in the community, be it an event, festival, group, club or something social, and might appreciate partnering with the Get Connected network to help resource and support them to plan and execute it. When you are empowered to be your imperfect, authentic self and share your passions and hobbies with the world, you are empowering those around you to do the same. From this space of individual empowerment, you are part of the collective creation of a world you want to live in. It is the people who live and work in a place that have the power to create it!

Connectors are one just component of the Get Connected Mount Alexander program. Connectors are people in the community who are committed to making others feel that they belong and are welcome. This can take many forms, from visiting someone experiencing social isolation and sharing a cup of tea with them, to attending an activity with a participant to ensure they feel supported. It could also include other tasks such as maintaining our community database, creating resources or walking alongside someone as they discover their social goals for the program. Ultimately, it is about what interests you as a volunteer while cultivating a culture of mutual support and community connectedness.

Role	Description
Chatty Café Volunteer Host	The Chatty Café Host facilitates a Chatty Cafe, ensuring participants feel welcomed and included, and being sensitive to participants emotional needs. Hosts ensure there are ample opportunities for participants to make conversation with each other, listen deeply, and build relationships with each other. Chatty Cafes can be based around the special interests of the Host and group, such as dog walking, gardening, or movies. The goal of the Chatty Café is to build participants ownership of the group, and empower participants to eventually step up to host or offer peer support themselves.
Volunteer Co-host	Co-hosts facilitate new events, groups and clubs where there is an interest and need, ensuring participants feel welcomed and included, and being sensitive to people's feelings of connection and belonging. Co-hosts ensure there are ample opportunities for participants to connect and build relationships with each other over a shared hobby or passion. The goal of Co-hosting is to build community, enhance the creative power of community members that comprise Mount Alexander Shire, and empower people to create the world they want to live in.
Volunteer Connector	Connectors can take on various tasks depending on their interests. Connectors can warmly welcome participants of the Get Connected Mount Alexander program into new social activities and situations upon request. This task is to provide social and emotional support to participants who may be experiencing uncertainty or anxiety about attending a new social event; social isolation; or ensuring participants feel included in a new club, groups or activity. Connectors may also like to walk alongside participants to map their social worlds and together set social goals. Connectors can also support by maintaining or creating resources or may have their own suggestions for ways they can contribute. Tasks can also be guided by what Connectors are interested in.

Personal attributes required (all roles)	General accountabilities (all roles)
• Effective communication skills • A flexible attitude • The ability to define and uphold personal boundaries. • The desire to develop skills through professional skill development opportunities.	• Obtain and/or maintain a current and satisfactory National Police Check and Working with Children 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.

Chatty Café Volunteer Host	Accountabilities
	- Greet newcomers, ask them to complete a short registration form (perhaps towards the end of the session) and check whether they would like to be assigned a volunteer community connector to assist them to link into other activities. This is something they can have a think about and come back to you about. If they do require a connector, please indicate that on their registration form and forward it to the community connector. - Ensure that everyone is included in the conversation. - Keep a record of names of those who attend each week. - Introduce guest speakers when they attend (subject to discretion). - Assist with sourcing and arranging guest speakers (optional role if the volunteer is happy to do that). - Report on progress of the Chatty Cafe to the Community Connector at requested team meetings.
	Selection criteria
	We are seeking people who care about connecting people into community activities and can empathise with experiences of loneliness and isolation. People with empathy and generosity, who enjoy meeting new people and having pleasant conversation.
Volunteer Co-Host	Accountabilities
	- Assist with the planning and execution of proposed activities. - Greet newcomers, ask them to complete a short registration form (perhaps towards the end of the session) and check whether they would like to be assigned a volunteer community connector to assist them to link into other activities. This is something they can have a think about and come back to you about. If they do require a connector, please indicate that on their registration form and forward it to the community connector. - Ensure that everyone is included in the conversation. - Keep a record of names of those who attend each week. - Introduce guest speakers when they attend (subject to discretion). - Assist with sourcing and arranging guest speakers (optional role if the volunteer is happy to do that). - Report on progress of the event, group or club to the Community Connector at requested team meetings.
	Selection criteria
	We are seeking people who care about connecting people into community activities and can empathise with experiences of loneliness and isolation. People with empathy and generosity, who enjoy meeting new people and sharing their passions.
Volunteer Connector	Accountabilities
	- Attend activities alongside participants who may require a helping hand. - Ensure participants feel safe and comfortable in new social settings. - Empower participants to feel capable of attending new social activities independently in the future.
	Selection criteria
	We are seeking people who care about connecting people into community activities and can empathise with experiences of loneliness and isolation. People with empathy and generosity, who enjoy meeting new people and having pleasant conversation.

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: _____