



Volunteer Agreement

Agreement Summary

Description:	Volunteer – Social Support Program
Reports to:	Social Support Group Coordinator
Reimbursement:	This is a volunteer position, reimbursement policies apply
Hours/Days:	To be agreed
Start Date:	To be agreed
Term:	To be agreed
Location:	To be agreed

Headway Gippsland Inc. – “Participate, engage, enjoy”

Headway Gippsland Inc. is a community based support organization providing support and information for people with an Acquired Brain Injury and/or other disability and their carers across Gippsland. Our mission is to provide exceptional services to individuals with an ABI and/or other disabilities to (enable participation) participate in all aspects of community life. Our vision is a society inclusive of all. Our values are as follows; the person comes first, support carers, empower participants, inclusion, strive for excellence, achieve outcomes, respect, and to share our knowledge.

Headway Gippsland is funded by the Department of Health and Human Services (DHHS) to provide its services, and operates within the bounds of the respective Acts and policies to provide Social Support Programs, Individual skills development support in the home/community to individuals, camps and carer support. Headway Gippsland is a registered NDIS provider and provides individual and group supports to eligible people under the NDIS.

Headway Gippsland Inc. is committed to the safety and wellbeing of all children accessing our service, including the cultural safety of aboriginal children, cultural safety of children from CALD backgrounds and the safety of children with a disability. Headway has zero tolerance for child abuse, believes the rights of the child are paramount and they should feel safe and supported accessing our service.

We have specific policies and procedures in place to support and educate our staff and volunteers and all allegations and safety concerns will be treated seriously and acted upon immediately.

Headway Gippsland is run by a volunteer Board of Management who are committed to the ongoing development of the organisation and uphold the mission, vision and values. The Board are keen to recruit and provide support to a team of dedicated volunteers.

Purpose

The role of the volunteer is to support the staff and participants in the Social Support Program groups. The purpose is for participants to stay as active, connected and independent as possible.

Responsibilities

- Perform duties as directed by the volunteer coordinator
- Assist participants in the social support program group to remain as active, connected and independent as possible
- To be aware of goals in participants individual plans and assist them to achieve these goals
- To support participants using the principles of the Active Service Model (ASM) of support – see ASM documentation
- To encourage participants to develop their skills, rather than doing this for them, allow them time and offer support to try for themselves wherever possible
- Uphold the rights and responsibilities of participants while maintaining a high standard of duty of care
- Communicate with volunteer coordinator and other staff/volunteers in the social support program to ensure consistent approach to service provision
- Communicate with participants, families and other service providers as required whilst maintaining appropriate levels of confidentiality
- Participate in excursions as required
- Participate in camps if required and available
- Be respectful of cultural diversity and requirements
- Comply with Headway Gippsland's Occupational Health and Safety policies and procedures
- Comply with Headway Gippsland's policies and procedures including Child Safety Policy if you are in the presence of children through your role.
- Be willing to participate in training and development if required

Personal Attributes

All staff and volunteers are expected to demonstrate Headway Gippsland's values, which are;

- The person comes first
- Support carers
- Empower participants
- Inclusion

- Strive for excellence
- Achieve outcomes
- Respect
- To share our knowledge

Other personal attributes required to do this job effectively are a person who;

- is enthusiastic about being a volunteer
- can develop good relationships
- has a flexible approach
- is able to take direction and work as a part of a team
- is able to instil confidence in others
- is willing to share ideas/try new ways of doing things
- is able to promote the organisation as a positive and valuable service for participants, staff and volunteers

Conditions

- Volunteers must have a current police check, completed at the expense of Headway, if a volunteer has lived overseas for 12 months in the past 10 years an international police check is required
- Volunteers who come into contact with children through their role with Headway need to firstly have an up to date and clear WWCC
- Volunteers must fill in a Headway Volunteer application form, attach their resume and provide contact details for 2 relevant referees
- A probationary period of 3 months will apply to this position – at which time the volunteer and a management representative will meet and discuss the position, progress, and concerns and make a decision regarding continuation of the role

- Headway Gippsland will reimburse the volunteer for necessary out of pocket expenses as per the staff reimbursement policy (volunteer handbook), this includes reimbursement of travel expenses
- The Volunteer will be provided with insurance coverage through the department of Health and Human Services (DHHS) Insurance Policy which includes a medical excess of \$50 with the insurer paying the difference between Medicare and fees charged, Headway Gippsland Inc., is responsible for the first \$100 of any claim. NB: Volunteers should be over the age of 17 and no older than 80 otherwise insurance cover is not available through DHHS.
- Training may be offered to the volunteer if deemed necessary at the expense of Headway Gippsland

Volunteer name.....Manager name.....

Date.....Date.....

Signature..... Signature.....

3 month review date.....

