



South Canterbury Accredited Visiting Service Coordinator

Job description

Responsible to:

Chief Executive Age Concern New Zealand

The Accredited Visiting Service is provided for older people/koroua or kuia whose health is at risk due to being socially isolated and chronically lonely.

Primary Objective:

To enhance the well-being of older people/koroua or kuia who are socially isolated by carefully selecting and developing volunteers who will:

- *establish and maintain a friendly and companionable relationship with them*
- *support them where possible to build links outside their current circle of contacts*
- *support them where possible to participate in a wider range of community activities.*

Outcomes expected:

1. *Older people/koroua or kuia being visited through this Service will report feeling happier, less lonely, and more interested in life as a result of this Service.*
2. *Older people/koroua or kuia being visited through this Service will have opportunities to build links outside their current circle of contacts.*
3. *Some older people/koroua or kuia being visited will become involved in a wider range of community activities.*

Throughout this job description, the phrase 'Age Concern New Zealand Standards' is used to refer to the Age Concern New Zealand Standards for Provision of the Age Concern Accredited Visiting Service in the Accredited Visiting Service Manual (updated 2008).

Area of Activity	Key Tasks	Expected performance
Volunteer Management	Recruit and select volunteers for visiting.	<ul style="list-style-type: none"> • Volunteers are recruited and selected to meet the needs of the AVS Clients accepted by this Service • All volunteers are recruited because they have the skills and experience needed to be a Visitor • All Visitors are given a job description. • All other recruitment requirements by the Council are met for all Visitors.
	Provide orientation and professional development for volunteers Visitors.	<ul style="list-style-type: none"> • All volunteers receive orientation within two months of being selected. • All Visitors are given opportunities for professional development, which meets job requirements and their own needs in working as a Visitor and as a volunteer for Age Concern.
	Support Visitors and monitor their performance.	<ul style="list-style-type: none"> • All selected volunteers complete the accreditation requirements stated in the Age Concern New Zealand standards for the service. • All Visitors are offered regular support and supervision. • All Visitors are given feedback about their performance and recognition for the work they do.
	Maintain records of Visitor details.	<ul style="list-style-type: none"> • Visitor contact and application details are recorded on the national database. • Visitor training and development, matches with clients, records of visits, and reviews are recorded on the national database as required for reporting and volunteer management purposes.

Area of Activity	Key Tasks	Outcomes expected
Client Management	Client referrals are contacted and assessed.	<ul style="list-style-type: none"> • All older people/koroua or kuia referred to this Service are contacted within two weeks. • All older people/ koroua or kuia referred to this Service are assessed for eligibility against the standards for the service.
	Older people/ koroua or kuia accepted as AVS Clients are matched with an appropriate Visitor.	<ul style="list-style-type: none"> • All Clients and Visitors are matched by mutual agreement taking into account AVS criteria for matching in the standards for the service.
	Client numbers are managed within the resources available.	<ul style="list-style-type: none"> • A waiting list is maintained consistent with AVS standards.
	The relationship between Client and Visitor is monitored to ensure the aims of the AVS are met.	<ul style="list-style-type: none"> • Client and visitor matches are regularly reviewed in line with the standards for the service. • Feedback from Clients and Visitors gives evidence of the friendship developed and satisfaction with the Service. • Clients report feeling better and more interested in life as a result of the Service.
	Maintain records of Client details.	<ul style="list-style-type: none"> • Client contact details, referral information, visitor matches, actions plans and reviews are recorded on the national database.

Area of Activity	Key Tasks	Outcomes expected
Community Liaison	<p>Establish and maintain links with key organisations, groups, Services and individuals in the community and within Age Concern. The purpose of this liaison is to enable you to maintain good information about the changing needs of older people/ koroua or kuia in your community, to ensure appropriate referrals (to and from the AVS), provide a potential source of information and/or speakers for development purposes and to provide potential assistance during recruitment and selection of volunteers.</p> <p>Carry out local promotion of the service as agreed with Manager.</p>	<ul style="list-style-type: none"> • A directory of community organisations, groups, Services and individuals is maintained by the AVS Coordinator. • Regular contact with key organisations, groups, Services and individuals is demonstrated. • Community organisations, groups, Services and individuals are invited to provide aspects of the professional development programme for Visitors. • You show an awareness of the needs of older people/koroua or kuia in your community and inform your Council of any unmet needs that Age Concern may be able to fill, including extension of AVS into other geographic areas or communities. • Sufficient volunteer applications, and appropriate referrals from a range of sources are received to meet client and visits targets agreed with Manager.

Service Development	Contribute to the development and maintenance of an annual management plan for AVS.	<ul style="list-style-type: none">• The annual management plan contains information provided by the AVS Coordinator.• This plan is reviewed regularly, applied and amended as agreed between the Coordinator and Manager.• Targets identified for the Coordinator are completed within the timeframes agreed.
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Area of Activity	Key Tasks	Outcomes expected
	Ensure the AVS meets all Standards required, within the boundaries of this position.	<ul style="list-style-type: none"> • Annual assessment will show that all Standards are met. • Annual survey of both referring Agencies and Clients show satisfaction with the quality of the Service.
Administration	Provide regular reports as requested by Manager	<ul style="list-style-type: none"> • Reports are provided to Manager as requested in the manner and timeframe agreed.
	Meet contractual requirements as set out in current and future contracts including: provision of six monthly reports to National Office and supervision of the annual Client and Visitor Satisfaction Surveys as required.	<ul style="list-style-type: none"> • Reports are provided to National Office in the format and within the timeframes requested. • National surveys are administered as required.
	General administration tasks including record keeping and budgetary tasks as requested from time to time.	<p>All AVS records are maintained and up to date to ensure :</p> <ul style="list-style-type: none"> • reporting deadlines are able to be met and • so that Management may access them in the Coordinators absence if necessary. • All expenditure occurs within agreed budget.
	Demonstrate a commitment to ongoing skills development.	<ul style="list-style-type: none"> • Relevant development opportunities provided regionally and nationally by Age Concern New Zealand are attended. • Locally provided development opportunities relevant to the position and agreed by your Manager are accessed. • Regular management and clinical supervision is received.

For AVS Coordinators who are responsible for Sub Coordinators, the following may be added to the job description:-

Area of Activity	Key Tasks	Outcomes expected
Management of Sub Coordinators	Delegate tasks clearly and appropriately to the Sub Coordinator(s)	<ul style="list-style-type: none"> ▪ Sub Coordinators help to reduce the Coordinator's workload. ▪ Sub Coordinators are delegated tasks that are within their ability to complete and are not exploitative of their volunteer position.
	Ensure Sub Coordinators responsibilities are met within required Standards.	<ul style="list-style-type: none"> ▪ Sub Coordinators receive support, supervision and professional development to help them complete their work.

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