

The Centacare Mission

To share in the healing Ministry of Jesus by providing professional community services to enhance the wellbeing of individuals and families

Volunteering is a legitimate way in which citizens can participate in the activities of the Community

Version 2: April 2011



Centacare: Diocese of Rockhampton

A Handbook about Volunteering at Centacare



*Thank you for considering to become involved in
Volunteering at Centacare.*

*This booklet provides a brief overview of the different volunteer
opportunities available at Centacare: Diocese of Rockhampton.*

Volunteering is a **rewarding** way to put your skills to work for the local community and at the same time, **meet new people** and pursue new interests.

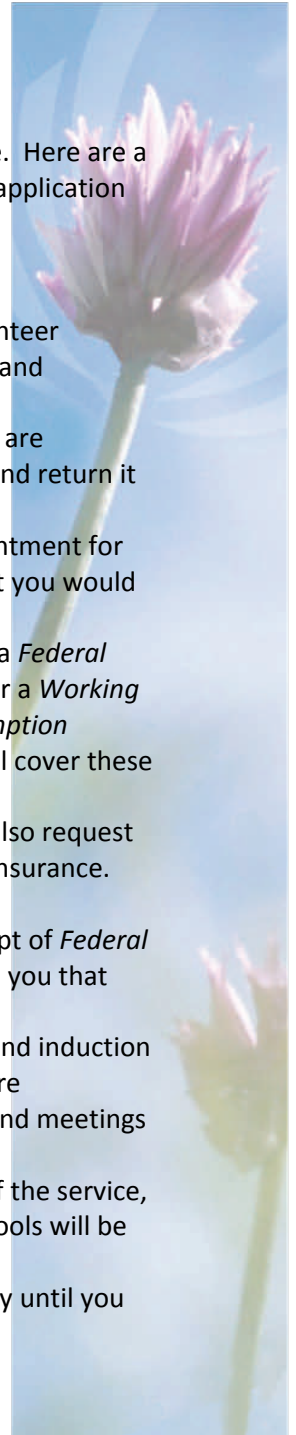
Your life experiences and your desire to assist people qualify you for this role.

- To meet people
- To have fun
- To gain skills & experience
- To have a purpose
- To be a “good neighbour”
- To get out of the house
- To keep active
- To use otherwise unused skills
- To avert loneliness
- As an extension of paid work
- To test leadership skills
- To gain recognition
- To acquire Self Confidence
- To experience new life-styles and ways of thinking
- To feel a sense of power and success
- To give back to the communities

Volunteering in 10 Easy Steps

Thank you for your interest in Volunteering at Centacare. Here are a few steps for you to follow so that we can process your application quickly:

1. Ring Centacare on 1300 523 958 and ask for a Volunteer Package to be sent out to you or leave your details and Community Care staff will get back to you.
2. Read the Volunteer Package information and if you are interested, please complete the Application Form and return it using the enclosed stamped addressed envelope.
3. Community Care staff will phone to make an appointment for an interview about volunteering at Centacare, what you would like to do and what expectations you may have.
4. Centacare requires all staff and volunteers to have a *Federal Police Check* and have submitted the paper work for a *Working with Young People Blue Card with Yellow Care Exemption* before they commence volunteering. Centacare will cover these costs both initially and every 3 years.
5. Forms are completed at the interview and we will also request a copy of your current driver’s licence and vehicle insurance.
6. Referees will be contacted.
7. A letter of appointment will be sent following receipt of *Federal Police Check*, once we have verbal acceptance from you that you would like to volunteer for Centacare.
8. A date will be set for you to attend an orientation and induction which will include some mandatory training. You are encouraged to attend additional training sessions and meetings throughout the year.
9. If you will be required to transport clients as part of the service, a driving refresher with one of the local driving schools will be provided and paid for by Centacare.
10. As a new volunteer you will be “buddied” up initially until you feel confident in your volunteer role.



Volunteer Code of Conduct

(Adapted from Centacare's Code of Conduct)

Responsible Stewardship of Resources

Demonstrate responsible stewardship of resources and avoid unnecessary waste or extravagance.

Child and Client Safety

Committed to the safety and well-being of children, young people and all clients accessing services. Support the rights of these people and act without hesitation to ensure a child/client safe environment is maintained at all times.

Support the rights and well being of staff and volunteers and active participate in building and maintaining a secure and safe environment for all.

Confidentiality

You do not disclose confidential information at any time, unless that disclosure is required under law or with the express permission of the Line Manager.

Avoidance of Conflict of Interest

Avoid conflicts of interest and where a personal interest exists, openly disclose that interest to the Line Manager.

Employee Fidelity

It is the responsibility of all Volunteers to be familiar with and comply with this Code of Conduct and the appropriate policy and procedure documentation from the organisation in which you volunteer.

Volunteer Roles at Centacare

Assistance with Clients - The Community Care Program provides social support to aged people and younger people with a disability.

- ☺ Group Picnics
- ☺ Movie Morning
- ☺ Personal Shopping
- ☺ Hoy
- ☺ Window Shopping
- ☺ Small Group Outing
- ☺ Craft Group
- ☺ Visiting
- ☺ Literacy Help
- ☺ Transport
- ☺ Games morning
- ☺ Scrabble
- ☺ Library visits

Administration

- ☺ Folding and compiling newsletters—3 times a year
- ☺ On Promotional stalls throughout the year eg. Agro Trend

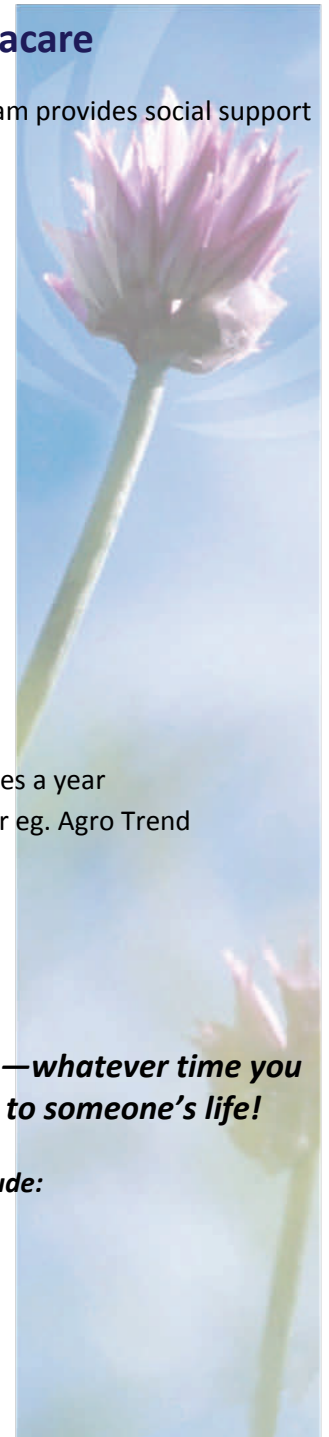
Fundraising Activities

- ☺ Monthly sewing group
- ☺ Wrapping Gifts
- ☺ Making craft items

A few hours a week or a few hours a month—whatever time you have to spare, can make a big difference to someone's life!

Training offered to Volunteers at Centacare can include:

- Induction
- Senior First Aid
- Manual Handling
- Aged Care
- Dementia
- Assertiveness



Volunteering Rights and Responsibilities

As a volunteer you have the right to:

- ↪ Work in a healthy and safe environment
- ↪ Be interviewed and engaged in accordance with equal opportunity and anti-discrimination legislation
- ↪ Be adequately covered by insurance
- ↪ Be given accurate and truthful information about the organisation for which you are working
- ↪ Be reimbursed for out of pocket expenses
- ↪ Be given access to the organisation's policies and procedures that affect your work
- ↪ Have a job description and agreed working hours
- ↪ Have access to a grievance procedure
- ↪ Be valued and treated as a co-worker, not just free help
- ↪ A suitable assignment with consideration of your preferences, skills and experience
- ↪ Orientation and training for the job
- ↪ Sound guidance and direction
- ↪ Have your suggestions and contributions acknowledged.

As a volunteer, you have obligations to the organisation. *Volunteering Queensland* and *The Australian Catholic Commission for Employment Relations*, explains the obligations as follows:

You have the responsibility to:

- ↪ Understand the purpose and philosophy of the organisation before committing to it
- ↪ Examine your motives and be sure that they match the volunteer position
- ↪ Understand the rules and guidelines of the organisation
- ↪ Be willing to train for the job and take part in ongoing training
- ↪ Accept support and supervision
- ↪ Participate in planning and feedback about the job
- ↪ Be loyal and reliable
- ↪ Work as a team member
- ↪ Keep information confidential



Volunteer Code of Conduct

You are expected to behave in a manner that demonstrates commitment to the organisation's mission; philosophy and values.

People

- ⇒ Treat each other fairly, with courtesy and respect, valuing each person as an equal, regardless of their position within the organisation or their life situation.
- ⇒ Recognise, accept and value the individual differences and contributions of each individual.
- ⇒ Be sensitive to and respect the unique needs and beliefs of a culturally diverse workplace, client group and community.

Relationship—Teamwork

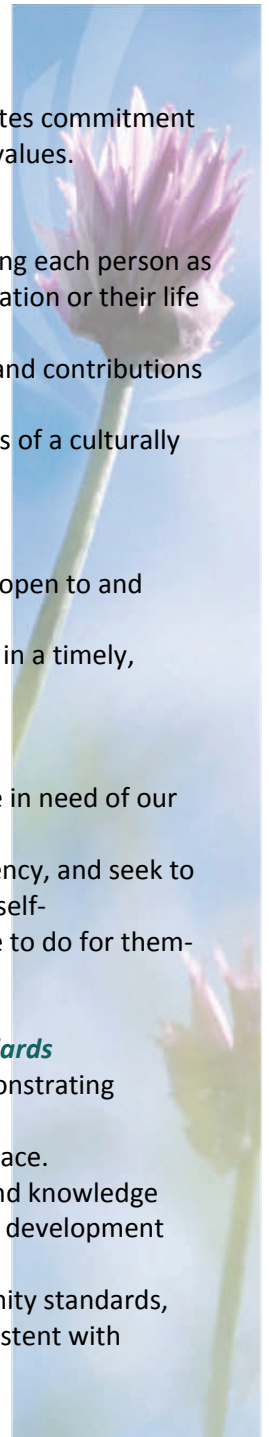
- ⇒ Work in cooperation with other team members and be open to and respectful of the ideas and contributions of others.
- ⇒ Commit to resolving personal or work-related concerns in a timely, constructive and compassionate manner

Compassion—Responsive

- ⇒ Be sensitive, caring, accepting and responsive to those in need of our assistance.
- ⇒ Where possible, guard against creating client dependency, and seek to empower clients to achieve maximum autonomy and self-determination. Do not do for clients what they are able to do for themselves.

Integrity—Accountability—Diligence—Professional Standards

- ⇒ Commit to the organisation's mission and values, demonstrating honesty, integrity and humanity in all that we do.
- ⇒ Abide by State and Federal Laws governing the workplace.
- ⇒ Develop and maintain competence by keeping skills and knowledge current, including identifying appropriate professional development opportunities.
- ⇒ Maintain dress standards that are in line with community standards, acceptable to the culturally diverse clientele and consistent with volunteer role and function.





POSITION DESCRIPTION (LEVEL 2): HR 018

Our Mission

To share in the healing ministry of Jesus
by providing professional community services
to enhance the wellbeing of individuals and families.

POSITION TITLE	Direct Care Worker
SALARY SCALE	Level 2
HOURS PER FORTNIGHT	
LOCATION	
RESPONSIBLE TO	

MAIN CHARACTERISTICS OF THE POSITION

As part of Centacare’s Community Care Service Team, this position works under general guidance within clearly defined guidelines and undertakes a range of activities which are defined by established routines, method, standards and procedures. Employees will be expected to have an understanding of work procedures relevant to their work area and may provide assistance to lower classified employees or volunteers. They will also be responsible for managing time, planning and organising their own work.

Main responsibilities

To contribute to the operational objective of the workplace, this position includes:

- Undertakes a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines;
- Achieves outcomes which are clearly defined;
- Performs elementary tasks within a community service program requiring knowledge of established work practices and procedures relevant to the work area;
- Implements client care plans under limited supervision either individually or as part of a team as part of the delivery of community care services;
- Provides a wide range of personal care services to clients under limited supervision either





Main responsibilities

- individually or as part of a team as part of the delivery of community care services;
- Assists in the development or implementation of client care plans either individually or as part of a team;
 - Performs tasks of a sensitive nature including the provision of more than routine information that requires sound judgment, initiative, and confidentiality;
 - Assist senior employees with special projects;
 - Ability to work from other sites if required;
 - Deliver culturally appropriate services;
 - Demonstrate preparedness and capacity to work effectively and appropriately with teams;
 - Actively work towards the Centacare mission and within its values framework;
 - Other duties and responsibilities from time to time that you are competent and trained to do.

Organisational relationships

This position works under regular supervision and may provide guidance and training to a limited number of lower classified employees or volunteers.

Extent of authority

In this position work outcomes are monitored however employees have freedom to act within established guidelines. Solutions to problems may require the exercise of limited judgment, with guidance to be found in procedures, precedents and guidelines. Assistance will be available when problems occur.

Qualifications, knowledge, skills and experience

All of the following are needed to perform work at this level:

- Basic skills in oral and written communication with clients and other members of the public and with other staff members;
- Knowledge of policies and regulations relating to the workplace;
- Knowledge of established work practices and procedures relevant to the workplace;
- Application of techniques relevant to the workplace;
- Developing knowledge of statutory requirements relevant to the workplace;
- Understanding of basic computing concepts.





Qualifications, knowledge, skills and experience

Prerequisites

- I. An appropriate certificate relevant to the work required to be performed (Certificate III or IV in Aged Care, Home and Community Care, Disability Services); OR Will have attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required; OR Appropriate on-the-job training and relevant experience; OR Entry point for a diploma without experience;
- II. Current C class drivers license (QLD); and
- III. Ability to obtain and maintain relevant security clearances (Positive Notice Blue Card with Yellow Care Exemption, Satisfactory Police Check).

APPROVAL DETAILS

NAME	Donna Forbes
ROLE	Community Care Services Manager
DATE	September 2010





SELECTION CRITERIA

Provide evidence of how you meet the *Main responsibilities* of this position:

- Undertakes a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines;
- Achieves outcomes which are clearly defined;
- Performs elementary tasks within a community service program requiring knowledge of established work practices and procedures relevant to the work area;
- Implements client care plans under limited supervision either individually or as part of a team as part of the delivery of community care services;
- Provides a wide range of personal care services to clients under limited supervision either individually or as part of a team as part of the delivery of community care services;
- Assists in the development or implementation of client care plans either individually or as part of a team;
- Performs tasks of a sensitive nature including the provision of more than routine information that requires sound judgment, initiative, and confidentiality;
- Assist senior employees with special projects;
- Ability to work from other sites if required;
- Deliver culturally appropriate services;
- Demonstrate preparedness and capacity to work effectively and appropriately with teams;
- Actively work towards the Centacare mission and within its values framework;
- Other duties and responsibilities from time to time.

DUTIES OF THE ROLE

To be achieved by

Ongoing

Clients

- Provide a range of services to clients as per client care plan/roster
- Provide feedback to line manager regarding client condition and reports immediately any deterioration or change
- Use and promote interpersonal skills to provide an atmosphere in which client and worker are respected, supported and encouraged to optimise their individual potential and independence
- Ensure a safe environment for the client and yourself

Documentation

- Completes a range of documentation as required, which may include:
 - Communication records
 - Annual Performance Appraisal





- Training Registers
- Money Handling Forms
- Community Care Clients Receipting Form
- Emergency Client Call Record eg Tunstall, Vital Call
- Wheel Chair Record of Use Form
- Ensure timesheets are accurate signed and submitted on time

Telephone

- Competent use of own mobile phone and Centacare loan mobile phone
- Mobile phone charged and turned on whilst working

Money Handling

- Competent with Centacare's Money Handling procedures and protocols
- Receipt client fees in client homes
- Return client fees and receipt book to the main office every week

Centacare Equipment

- Use Centacare equipment as per direction, and handle with care
- Identify any problems with equipment promptly and do not use faulty equipment

Computer and Technology

- Access the Centacare Website
- Print off Centacare forms from the website as required
- Competent use of Centacare's Navigational Device if required

Pigeon Hole

- Empty own pigeon hole weekly

Food Handling

- Implements safe food handling techniques
- Prepares meals as required

Client Records

- Access to client records as required in locked filing cabinet
- Maintain confidentiality with client records

Infection Control

- Use gloves and other personal protective equipment as directed
- Regular hand washing

Domestic Assistance

- Sweeping, Vacuuming, Mopping and Dusting
- Clean Bathtub, Vanity and Toilet
- Wipe down benches
- Washing and Ironing
- Hang out, bring in and fold washing
- Strip and make beds
- Shopping for client
- Put groceries away
- Clean fridge, stove and oven





Social Support/Community Access

- In home visits
- Letter reading and writing
- Picnic in park
- Hoy
- Craft
- Scrabble
- Shopping with client
- Assist with bill paying
- Assist clients to attend outings, functions, activities
- Take clients sightseeing or visiting friends
- Take client to doctor's visits
- Library visits

Respite Care

- In home respite

Meal Service

- Deliver prepared meals to clients

Self Medication

- Assist clients with self medication as per Centacare competency and PD WI Clients – Medication Supervision
- Supervision of clients via use of blister packs, dosettes
- Identify possible side effects and report immediately
- Monitor if medication is passed use by date / correct number of medication as per list
- Report any issues to line manager

Compulsory Training

- Attend all Mandatory Training

First Aid

- Ensure First Aid Certificate is maintained and provide basic first aid as required according to training

Personal Care

- Dressing and undressing
- Showers
- Bed bath/ sponging
- Grooming
- Apply Make up
- Toileting
- Shaving
- Cleaning teeth
- Washing hair
- Apply and change incontinence pads

Transport

- Transport clients to a variety of places
- Drive Centacare vehicles as allocated
- May drive a mini bus/ people mover / use vehicle hoist





- Complete driver refresher course

WHS

- Have readily available a copy of all MSDS sheets for the cleaning products used in client homes
- Use Safe Manual Handling Techniques
- Complete hazard and incident forms as required
- Assess risks in the workplace
- Notify line manager of any risks immediately

Meetings

- Participate in program meetings as require

Mobility Aids - Wheel chairs, Wheelie Walkers , transfer slide sheets etc

- Implement correct wheel chair techniques
- Competent and safe use of mobility equipment
- Clean equipment after use

Program Work Instructions

- Follow Program Work Instructions as directed
- Identify and report work instructions needing review

Competencies

Completes Program competencies as required:

- Manual Handling
- People Handling
- Driver Refresher
- CPR / First Aid
- Hand washing
- Personal Care/ Oral Hygiene
- Safe Food Handling
- Medication Supervision
- Use of Bus Hoist (if applicable)
- Driver Authorisation (as per transport regulations)

Centacare Vehicles

- Drive vehicles within legal limits
- Complete the vehicle log sheets and the vehicle safety checks as required
- Report vehicle damage immediately
- Return vehicle keys
- Fill vehicle fuel tanks when half full or below
- Centacare vehicles to be used as a priority before own vehicles / as per vehicle roster

Own Vehicle

- Drive own vehicle as required
- Keeps vehicle in a road worthy condition
- Keeps vehicle clean and tidy
- Comprehensive insurance preferred

Possible Organisation or Program Commitment

- Safety Representative





Other Responsibilities:

- Work as a member of Centacare’s team and carry out your duties in a manner that reflects the mission and values of Centacare
- Maintain Centacare, staff and client confidentiality and duty of care
- Meet legislative and funding requirements
- Achieve the organisation’s targets for caseload as designated for the program
- Ensure Positive Notice Blue Care with Yellow Card Exemption and AFP check are updated as per policy and procedures
- Participate in regular line management
- Participate in Annual Performance Appraisal
- Undertake professional development

EXPECTED OUTCOMES

To be achieved by

To be set and reviewed during scheduled Performance Reviews

To be set and reviewed during scheduled Performance Reviews

Employee’s Signature:

Line Manager’s Signature:

Date:

Date:





POSITION DESCRIPTION (LEVEL 1): HR 018

Our Mission

To share in the healing ministry of Jesus
by providing professional community services
to enhance the wellbeing of individuals and families.

POSITION TITLE	Home Help Worker
SALARY SCALE	Level 1
HOURS PER FORTNIGHT	
LOCATION	
RESPONSIBLE TO	

MAIN CHARACTERISTICS OF THE POSITION

As part of Centacare Community Care Services Team, this position works under close direction and undertakes routine activities which require the practical application of basic skills and techniques. Activities performed by employees at this level consist of clearly defined activities with outcomes being readily attainable and limited by standards and procedures. Employees will be responsible for the time management of their work and required to use basic numeracy, written and verbal communication skills.

Main responsibilities

To contribute to the operational objective of the workplace, this position includes:

- Apply established practices and procedures;
- Client contact and interaction under direct or routine supervision either individually or as part of a team;
- Preparation of a range of duties including domestic duties, food handling, social support, and transport;
- Ability to work from other sites if required;
- Demonstrate preparedness and capacity to work effectively and appropriately with teams;
- Actively work towards the Centacare mission and within its values framework;
- Deliver culturally appropriate services;





Main responsibilities

- Other duties and responsibilities from time to time that you are competent and trained to do.

Organisational relationships

This position works under direct supervision.

Extent of authority

In this position work outcomes are clearly monitored however employees have freedom to act limited by standards and guidelines. Solutions to problems are found in established procedures and instructions with assistance readily available.

Qualifications, knowledge, skills and experience

Some or all of the following are needed to perform work at this level:

- Developing knowledge of the workplace function and operation;
- Developing knowledge of work practices and policies of the relevant work area;
- Basic numeracy, written and verbal communication skills relevant to the work area;

Prerequisites

- I. Current C class drivers license (QLD); and
- II. Ability to obtain and maintain relevant security clearances (Positive Notice Blue Card, Satisfactory Police Check).

APPROVAL DETAILS

NAME	Donna Forbes
ROLE	Community Care Services Manager
DATE	October 2010





SELECTION CRITERIA

Provide evidence of how you meet the *Main responsibilities* of this position:

- Apply established practices and procedures;
- Client contact and interaction under direct or routine supervision either individually or as part of a team;
- Preparation of a range of duties including domestic duties, food handling, social support, and transport;
- Ability to work from other sites if required;
- Demonstrate preparedness and capacity to work effectively and appropriately with teams;
- Actively work towards the Centacare mission and within its values framework;
- Deliver culturally appropriate services;
- Other duties and responsibilities from time to time that you are competent and trained to do.

DUTIES OF THE ROLE

To be achieved by	Ongoing
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Clients

- Provide a range of services to clients as per Client care plan / roster
- Provide feedback to line manager regarding client condition and reports immediately any deterioration or change

Documentation
Complete a range of documentation as required including:

- Communication records
- Tunstall check record
- Staff time sheets are accurate and submitted on time
- Follow roster as outlined and notifies line manager with roster queries
- Attend and is prepared for line management meetings and annual performance appraisal
- Wheel Chair Record of Use Form

Client Records

- Access to client records as required
- Maintain confidentiality with client records
- Client records to be in locked filing cabinet after use

Telephone

- Competent use of own mobile phone and Centacare loan mobile phone
- Mobile phone charged at all times
- Mobile phone turned on at all times





Money Handling

- Competent with Centacare's Money Handling procedures and protocols
- Receipt client fees in client homes
- Return client fees to the main office every week

Centacare Equipment

- Use Centacare equipment as per directed
- Take care using equipment and notify any problems promptly
- Do not use faulty equipment

Computer

- Basic computer skills
- Able to access the Centacare Website
- Print off Centacare forms from the website as required

Pigeon Hole

- Empty own pigeon hole weekly

Client Care Plans

- Follow client care plans
- Notify line manager if client care plan no longer meet client needs / or are not accurate

Food Handling

- Implement safe food handling techniques
- Prepare meals as required

Domestic Assistance

- Sweeping, Mopping and Vacuuming
- Dusting
- Clean Bathtub, Vanity and Toilet
- Wipe down benches
- Washing, hang out and bring in washing
- Folding, Ironing
- Strip and make beds
- Shopping for client
- Put groceries away
- Clean out fridge
- Clean stove and oven

Social Support

- In-home visits
- Letter reading and writing
- Picnic in park
- Hoy
- Craft
- Scrabble
- Shopping with client
- Assist with bill paying





- Assist clients to attend outings, functions, activities
- Take clients sight seeing
- Take client to Doctor's visits
- Library visits

Transport

- Transport clients to a variety of places
- Drive Centacare vehicles as allocated
- May drive a mini bus/ people mover
- Drives own vehicle as required
- Has current driver's license

Compulsory Training

- Attend all Compulsory Training

First Aid

- Provides basic first aid as required

WHS

- Have readily available a copy of all MSDS sheets for the cleaning products used in client homes
- Use Safe Manual Handling Techniques
- Report hazard and incidents and complete forms as required
- Assess risk in the work place and notify line manager of any risks immediately

Infection Control

- Use gloves and other personal protective equipment as directed
- Regular hand washing

Meetings

- Participate in program meetings as required

Mobility Aids

Wheel chairs, Wheelie Walkers , transfer slide sheets etc

- Implement correct wheel chair techniques
- Safe use of mobility equipment
- Clean equipment after use

Technology

- Competent use of Centacare's Navigational Device if required

Program Work Instructions

- Follow program work instructions as directed
- Identify work instructions needing review

Competencies

Complete Program competencies as required:

- Manual Handling
- People Handling
- Driver Refresher





- CPR / First Aid
- Hand washing
- Safe Food Handling
- Use of Bus Hoist (if applicable)
- Driver Authorisation (as per transport regulations)

Vehicles

Centacare Vehicles

- Drive vehicles within legal limits
- Complete the vehicle log sheets
- Complete the vehicle safety checks as required
- Report vehicle damage
- Return vehicle keys

Own Vehicle

- Keep vehicle in a road worthy condition
- Keep vehicle clean and tidy
- Comprehensive insurance preferred

Possible Organisation or Program Commitment

- Safety Representative

Other Responsibilities:

- Work as a member of Centacare’s team and carry out your duties in a manner that reflects the mission and values of Centacare
- Maintain confidentiality and duty of care, including identification of domestic and family violence
- Meet legislative and funding requirements
- Participate in regular line management
- Participate in Annual Performance Appraisal
- Undertake professional development

EXPECTED OUTCOMES	
To be achieved by	To be set and reviewed during scheduled Performance Reviews
To be set and reviewed during scheduled Performance Reviews	

Employee’s Signature:	Line Manager’s Signature:
Date:	Date:

