

Position Description

Social Spoons Volunteer

Position Title:	Social Spoons peer mentor/volunteer
Manager/Supervisor:	Lucinda Damiano
Division	Community & Clinical Care
Program:	Social Spoons
Team:	Community Care
Primary Location (and other sites as required)	Remote Work/Working from Home
Other Location	Partner Cafes in Port Phillip and Stonnington
Dates	June - December

Position Objective

Social Spoons is a café meals program run by Star Health, which aims to improve social connectedness for people who are socially isolated. Social Spoons members can access subsidised café meals at supportive and welcoming partner cafés in the Cities of Port Phillip and Stonnington for a 6-month period. Members of Social Spoons are people living within the inner south of Melbourne who are hoping to increase their involvement in general community life. Through the co-payment and meal subsidy and with support from a key worker, members have an incentive to access cafes, dine with others, and can be linked into existing programs and health services to promote better health and greater social connections amongst our broader community.

To find out more please visit our video explainer at www.socialspoons.org.au

An integral part of Social Spoons has always been the input from volunteers, who act as a 'peer mentor' for members. This role is usually undertaken by someone who has experienced social isolation, and who is interested in helping to share their experience to bring people together, encouraging and supporting them to make social and community connections. Knowledge and understanding of the local service area is required. Positive working relationships are an essential part of this role.

Volunteers also need to be flexible, patient and respectful when interacting with client community members who may be from: non-English speaking; disadvantaged backgrounds or who may have issues with mobility, mental health, disability, gender, etc.

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Key Responsibilities

- Facilitate café sessions and engage with Social Spoons members and key workers to improve social participation (once a month)
- Phone and/or send text message reminders to all consenting members ahead of café sessions
- Provide feedback and any concerns to project coordinator/working group to help improve and ensure smooth running of the program
- Liaise with café staff and collecting/providing recording sheets as required
- Attend monthly working group meeting at Star Health via Teams (consumer payment)
- Attend volunteer induction and complete other relevant training according to role (mandatory for all volunteers)
- Record volunteer hours via volunteer portal (mandatory for all volunteers)

Skills and Experience

- Experience of, or interest in, volunteering with community members
- Experience and/or understanding of social isolation and mental illness
- Understanding and knowledge of the local service area
- Interest in the café environment

Key Selection Criteria

- Patience and respect when interacting with client community members
- Well-developed interpersonal and communication skills
- Responsiveness to requests by staff supervisor in a timely manner.
- Availability to commit sufficient time to the volunteer role (maximum 4 hours per month) for the 6 month project period, including one group café session per month.
- Reliability and punctuality to attend scheduled café sessions.

Organisational Profile

Star Health is a provider of health support services in Victoria. Encompassing six main and five satellite locations, over 300 staff work in multi-disciplinary teams to deliver health outcomes. It is a responsive and agile community health service, providing a wide range of healthcare and welfare services for all members of the community.

Star Health Provides services spanning all periods of life including specialist childhood, youth and aged care services. In achieving its vision of **health and wellbeing for all**, Star Health is guided by our distinct service principles which include working with people and communities to achieve their health goals, understanding the context in which people live their lives, providing friendly, adorable, joined up services with a ‘no wrong door’ approach.

Compliance

Compliance Responsibilities:

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It is the responsibility of both the supervisor and Incumbent(s) of the role to ensure the volunteer(s)/ consumer representative(s) performing the role will meet relevant requirements of:

- Codes of Conduct.

Probity Checks

Probity checks must be completed as indicated -

- National Police Check/Criminal Record Check Working with Children Check Vaccination(s) [Mandatory]
- Successful Reference Checks Evidence of Right to volunteer in Australia.

Occupational Health and Safety (OHS) Commitment

Ensure that adequate resources (financial, human and physical) are allocated within the program to address the OHS risk for volunteers and consumer representatives.

Managers/Team Leaders

- Identify, assess, manage and review risks to the health and safety of volunteers and consumer representatives.
- Ensure that the documented systems of work are safe and without risk to health, and are adhered to by volunteers and consumer representatives through appropriate training, supervision and monitoring

Volunteers and Consumer Representatives

Comply with all Star Health and safety policies and procedures, take all reasonable care to ensure actions or omissions do not impact on the health and safety of others in a Star Health facility.

They have a responsibility to participate in the development of a safe and healthy facility and must comply with safe practices for their own health and safety, and that of others.

Mandatory Vaccinations

Star Health adheres to State and Commonwealth Government public Health Orders and Directions regarding mandatory vaccination requirements within Healthcare and Residential Aged Care Facilities. Applicants must meet the vaccination requirements applicable, or be willing to be vaccinated, should they be the successful candidate.

Consistent with the public health Orders and Directions and Star Health's Vaccination Policy, all candidates must produce evidence that they have received the current (i.e. COVID-19, seasonal influenza) vaccinations or medical evidence to Star Health's satisfaction of an accepted medical contraindication to receiving the vaccination(s).

Equal Opportunity

Star Health is an equal opportunity organisation and encourages individuals of diverse backgrounds including those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and LGBTI+ community to apply.

Gender Equity

At Star Health we believe that people of all genders deserve equal rights, voice, opportunities, dignity, fairness, equity and to feel safe, valued and respected in their department and community. As an organisation and health service we

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are committed to promoting gender equality and creating a culture, conditions and practices that are inclusive and equitable for all genders.

Protecting babies, children and young people from child abuse and neglect.

Protecting Children Policy Information:

Star Health has zero tolerance of child abuse. Protecting babies, children and young people from child abuse and neglect is integral to the provision of health services to this group and their families and is a core responsibility for all Star Health's organisational people.

Important Information

- Star Health is committed to providing and maintaining an environment which is safe and without risk to the health of its organisational people. The organisation is a smoke-free environment.
- Star Health's usual span of operating hours are from 8:00am to 8:00pm Monday to Friday. For Programs that operate on weekends, weekend commitment may be required.

Person who completed and authorised the Position Description	
Position Title	Social Spoons Coordinator
Division/Program	Community Care

Recruitment Contact: fnoble@starhealth.org.au

Position Description read and understood by volunteer:

Signed volunteer:

Signed staff supervisor:

Date:
