



Thank you for your enquiry about becoming a volunteer with Inner West Neighbour Aid.

Inner West Neighbour Aid provides social support and home assistance to older people, people with disabilities and carers in our local area. We connect people who are passionate about helping others with people who need support to live safely and independently at home and remain active in our community.

Please find enclosed information about our organisation and the different projects we have for you. Please take your time to read through the attached information and decide which ones you are most interested in.

The government requires that volunteers undergo a Federal Police Check before they are able to commence volunteering. In addition to filling out the police check forms, 100 points of identification must be verified and copied by our office (please see attached forms for a list of valid identification and the point allocation). This must be renewed every three years.

If you would like to proceed, please complete and sign the enclosed forms and contact our office for an interview date and time if one has not already been arranged. The following forms are included in this pack:

- Application Form
- Position Description
- Online National Police Check Form Including 100 Points of ID
- Consent to Police Check and Declaration of Criminal Convictions
- Confidentiality Policy
- Code of Conduct for Volunteer Agreement Form

We will contact you again once the referee and police checks are completed. In the meantime, if you would like any further information, please ring us on 9799 5099 during office hours Monday – Friday or email volunteers@iwna.com.au.

Patrick Murray
Volunteer and Projects Coordinator

Social Support and Garden Aid Volunteer Position Descriptions

As a representative of Inner West Neighbour Aid, these positions represent the Home and Community Care (HACC) program providing services to the local community. All employees of Inner West Neighbour Aid must adhere to the National (HACC) Standards and the policies and procedures of the organisation.

Garden Aid Team Member

The volunteer will work as part of a team to convert garden areas to safe low maintenance areas.

Responsible to: Direct accountability to the Volunteer Coordinator

Garden Aid Duties

- The main activities of a Garden Aid team member will be general garden maintenance:
 - Pruning
 - Weeding
 - Laying down newspaper
 - Mulching
 - Loading and unloading materials used on site
 - Collecting and removing green waste from site
 - Assisting staff at the Recycling Centre
 - Watering (if no restrictions)
- Ensure tools are kept together on the job as much as possible. See that they are in good working order and safe to use (an inventory is kept of all Garden Aid tools).
- Team members will maintain a high standard with the gardening duties undertaken for Garden Aid clients in accordance with Personal Protective Equipment Policy, Garden Safety Procedures, Procedures for Manual Handling and Back Care and all other relevant WH&S policies.
- Report any hazards in the garden to the Team Leader and refer any gardening jobs to the Team Leader for allocation.
- Undertake relevant training as determined by the Volunteer and Projects Coordinator or Home Maintenance Coordinator.
- Complete other duties as reasonably requested by the Coordinator.

Work Health & Safety: All employees have an obligation to conduct themselves in a safe manner, not contribute to health and safety problems and to participate in safety programs (which also involves educating themselves in the safety processes of their workplace).

Pre-existing medical conditions or injuries must be declared to the Volunteer and Projects Coordinator so that they can be managed effectively.

Essential Criteria

- Commitment to working with the frail aged and people with a disability
- Ability to physically handle and use non electrical gardening tools
- Ability to work as part of a team unassisted with minimal supervision
- Good communication skills
- Ability to work outdoors
- Ability to travel to various locations around Sydney's Inner West

Desirable Criteria

- Basic gardening knowledge and enthusiasm
- Experience in working with elderly/disabled persons
- Sensitivity to issues relating to people who speak a language other than English

Social Support Assistant

The volunteer will provide social support to lonely/isolated residents of the Inner West. This general job description includes roles within Mini Outings, Saturday Social Group, Home Visiting, Community Visiting and the Neighbour Aid Pets projects.

Responsible to: Direct accountability to the Volunteer Coordinator

Social Support Duties

- To provide social support to the designated client/s as directed by the Coordinator
- Not to provide services to clients which fall outside the guidelines for social support services
- To report any hazards, potential hazards, accidents, incidents or “near misses” to the Coordinator
- To be as consistent with availability as possible
- To maintain a high standard of service to clients in accordance with all other relevant policies and procedures
- To report to the Coordinator any noted changes in behaviour, hygiene or habits of clients or their surrounds which may pose a risk to the client or to WH&S
- Undertake relevant training as determined by the Volunteer and Projects Coordinator or Social Support Coordinator.
- To complete other duties as reasonably requested by the Coordinator.

Work Health & Safety: All employees have an obligation to conduct themselves in a safe manner, not contribute to health and safety problems and to participate in safety programs (which also involves educating themselves in the safety processes of their workplace).

Pre-existing medical conditions or injuries must be declared to the Volunteer and Projects Coordinator so that they can be managed effectively.

Essential Criteria

- Commitment to working with people with a disability or older people
- Good communication skills
- Ability to travel to various locations around Sydney’s Inner West
- Reliable and dedicated
- Experience with handling pets (Neighbour Aid Pets)
- Basic manual handling skills or willingness to attend training

Desirable Criteria

- Experience in working with elderly/disabled persons
- Sensitivity to issues relating to people who speak a language other than English
- LR licence