

ROLE SPECIFICATION

Position Title	Community Visitor
Type of Appointment	Statutory appointment on a voluntary basis
Appointment length	3 years

PREAMBLE:

Underpinning the SA Public Sectors Code of Ethics are the agreed values that reflect honesty, respect and integrity for every individual. These values drive how we conduct our business and how we behave. We aim to make the values “live”. It is important that we incorporate the values into our behaviour systems and processes.

The SA Public Service has a “Commitment to Workplace Values” and principles attached to role Specifications that all volunteers are required to uphold. Australia has one of the most culturally and ethnically diverse populations in the world. Having a diverse paid and unpaid workforce (inclusive of bi-lingual, bi-cultural and employees with disabilities) can enhance the public sector’s ability to negotiate with, and meet the needs of, the full range of its clients and customers. Such employees/volunteers also add to the diversity and richness of the workforce, and give added opportunities to fully capitalise on difference as a valuable asset in an increasingly competitive environment.

**ROLE SPECIFICATION**

1. Summary of the broad purpose of the role in relation to the Community Visitor Scheme goals:

The Community Visitor role is responsible for carrying out the following functions:

- Perform visits and inspections at approved limited treatment centres, disability accommodation services and SRFs as required
- to refer matters of concern relating to the organisation or delivery of mental health/disability accommodation services in South Australia or the care, treatment or control of patients/residents to the relevant Minister, or any other appropriate person or body
- to act as advocates for patients/residents to promote the proper resolution of issues relating to the care, treatment or control of patients/residents, including issues raised by a guardian, medical agent, relative, carer or friend of a patient/resident or any person who is providing support to the patient/resident.

2. Reporting/Working Relationships

- Acknowledging the statutory functions of the Community Visitor and without in any way purporting to limit those functions, it is expected that the incumbent of the role will primarily report to the Principal Community Visitor.

3. Special Conditions

- The appointee will be subject to a Criminal History Check prior to confirmation of appointment.
- The incumbent will be required to enter into an annual performance agreement for the achievement of (specific or service or program) outcomes.

4. Statement of Key Outcomes and Activities

Community Visitors will:

- Undertake visits to and inspections of approved limited treatment centres, disability accommodation services and SRFs to ensure their compliance with Standards
- Use their role to improve the experiences of patient/resident, their guardian, relative, carer or friend, or any other person who is providing support in receiving responsive and appropriate mental health/disability services.
- Treat patient/resident, their guardian, relative, carer or friend, or any other person who is providing support with respect
- Respect the choices of the patient/resident, their guardian, relative, carer or friend, or any other person who is providing support
- Ensure that the needs of the patient/resident, their guardian, relative, carer or friend, or any other person who is providing support are acted upon promptly in accordance with their role and responsibilities
- Respond promptly to any issues of concern raised by a patient/resident, their guardian, relative, carer or friend, or any other person who is providing support
- Advocate for patients/residents to address issues relating to accommodation and care, including issues raised by a guardian, relative, carer or friend, or any other person who is providing support under the Scheme
- Facilitate respectful working relationships with all service partners, other volunteers and staff.
- Generate mandatory, standardised reports following each visit and inspection of a disability accommodation services and SRFs in accordance with training.
- Be guided by and adhere to all the principles and processes outlined within the Community Visitor Scheme policies and procedures
- Ensure adherence with all communication protocols, including those pertaining to privacy and confidentiality
- Complete all orientation and ongoing training required to be undertaken to carry out the duties of Community Visitor
- Ensure that personal interest does not influence the way the duties of Community Visitor are carried out and disclose any conflict of interest
- Contribute to a volunteering environment that is welcoming, supportive, respectful and safe

Approved by Principal Community Visitor: _____

___/___/___

Acknowledged by Occupant: _____

___/___/___

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

Personal Abilities/Aptitudes/Skills:

- An interest in and commitment to the rights of people with a mental illness or a disability
 - Excellent communication and interpersonal skills
 - Skills and ability to undertake visits and inspections
 - The ability to prepare and provide written reports
 - The ability to provide support and act as an advocate for patients/residents to promote the proper resolution of issues relating to their care and treatment, including issues raised by family or associates
 - The ability to refer matters of concern to the appropriate persons or organisation
 - The ability to empathise with people from different backgrounds, including those from other cultures, socio-economic groups and religion
 - The ability to work collaboratively with other Community Visitors, staff, service providers and others, to contribute to the work of the Community Visitor Scheme
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Experience

- Experience working within in a volunteering role
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Knowledge

- Knowledge of the various communication mechanisms required when liaising with a diverse audience
- Knowledge of disability sector
- Knowledge of mental health sector.