

## Role Description

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| <b>Position Title:</b>      | Community Visitor                          |
| <b>Type of Appointment:</b> | Statutory appointment on a voluntary basis |
| <b>Appointment Length:</b>  | 3 years                                    |
| <b>Document Date:</b>       | January 2023                               |

### Role Purpose

The *Mental Health Act 2009* establishes a Community Visitor Scheme (CVS) and the role of the Principal Community Visitor and Community Visitors in South Australia.

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

- conduct visits and inspections to prescribed sites, for example:
  - approved mental health services, community mental health services and Child and Adolescent Mental Health Services
  - state-run disability services
  - to people with disability who are NDIS participants under the Guardianship of the Public Advocate.
- to refer, through the Principal Community Visitor, matters of concern relating to the organisation or delivery of mental health / disability services in South Australia or the care, treatment or control of clients to the relevant Minister, or any other appropriate person or body.
- to act as advocates for clients to promote the proper resolution of issues relating to the care, treatment or control of clients, including issues raised by a guardian, medical agent, relative, carer or friend of a client or any person who is providing support to the client.
- to prepare a report following each visit and inspection, in accordance with CVS training and processes, within five business days of the visit.
- work collaboratively with other Community Visitors, the Principal Community Visitor, the Assistant Principal Community Visitor and CVS staff.

### Key Outcomes and Accountabilities

Community Visitors will:

- undertake visits to approved mental health treatment services, community mental health services, Child and Adolescent Mental Health Services, state-run disability services and Public Advocate clients under guardianship who are participants in the NDIS.
- use their role to improve the experiences of the client, their guardian, relative, carer or friend, or any other person who is providing support in receiving responsive and appropriate mental health/disability services.
- treat the client, their guardian, relative, carer or friend, or any other person who is providing support with respect.
- respect the choices of the client, their guardian, relative, carer or friend, or any other person who is providing support.
- respond promptly to any issues of concern raised by a client, their guardian, relative, carer or friend, or any other person who is providing support.

## COMMUNITY VISITOR SCHEME

- advocate for clients to address issues relating to services and care, including issues raised by a guardian, relative, carer or friend, or any other person who is providing support.
- facilitate respectful working relationships with all service partners, other volunteers and CVS staff.
- generate mandatory, standardised reports following each visit and inspection in accordance with CVS processes. Reports should be completed within five business days of the visit.
- 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 carry out the duties of a 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.
- attend Community Visitor Forums and Education Sessions on a regular basis (five per year).

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**Special Conditions**


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- The appointee must agree to receive all vaccinations required to perform the role, including but not limited to vaccinations against COVID-19 and influenza, and provide proof of vaccination status (or medical exemption) prior to confirmation of appointment.
- The appointee will be required to provide evidence of the following checks / clearances prior to confirmation of appointment.
  - NDIS Worker Check
  - Working with Children Check
  - Aged Care Sector Check
- The appointee will be required to enter into an annual performance agreement for the achievement of (specific or service or program) outcomes.
- Intrastate absences may be available to interested appointees.
- The Principal Community Visitor may determine that some visits occur by audio-visual means. Community Visitors must be prepared to conduct audio-visual visits when deemed necessary.

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**Reporting / Working Relationships**


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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.

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**Acknowledged by Occupant:**


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Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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**Approved by Principal Community Visitor:**


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Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_



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**Role Specific Capabilities**

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**Essential Personal Abilities / Aptitudes / Skills**

- An interest in and commitment to the rights of people with a mental health issue and / or 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 clients to promote the proper resolution of issues relating to their care and treatment, including issues raised by family or associates.
- 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.
- The ability to handle highly sensitive enquiries objectively and professionally.
- Ability to work with contemporary technology and possess computer literacy skills, including effective navigation of the internet.
- Willingness to attend volunteer meetings, events and training as scheduled by the Community Visitor Scheme and / or external providers.

**Essential Knowledge**

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

**Desirable Experience**

- Experience working in a volunteering role.
- Lived experience with mental health issues or disability.

**Desirable Knowledge**

- Knowledge of adult guardianship.

**Desirable Qualification**

- Qualification in mental health, disability, social work, psychology, health or related fields.

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**Document Approved by Anne Gale, Principal Community Visitor:**

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Signature: Dated: 30 / 1 / 2023