

## ROLE SPECIFICATION

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

### PREAMBLE:

Underpinning the Code of Ethics for the South Australian Public Sector 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 Sector has a ‘Values and Behaviours Framework’ 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 disability) 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.

*(Approved A/PCV March 2021)*

## ROLE SPECIFICATION

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

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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 CVS has functions under several Acts.

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

- to conduct visits and inspections to sites prescribed by the various Acts which the Community Visitor Scheme (CVS) operates under, for example:
  - approved mental health treatment centres and community mental health facilities
  - state-government-funded disability accommodation
  - to people with disability who are NDIS participants under the Guardianship of the Public Advocate
- 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 clients to the relevant Minister, or any other appropriate person or body, through the Principal Community Visitor.
- 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.

### 2. 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.

### 3. Special Conditions

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- 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
  - National Police Clearance

## COMMUNITY VISITOR SCHEME

- The incumbent will be required to enter into an annual performance agreement for the achievement of (specific or service or program) outcomes.
- Access to a computer and mobile phone is essential.
- Annual influenza vaccination is often a requirement of facilities visited and is highly recommended for people in this role.
- COVID-19 vaccination is also considered highly desirable.
- Intrastate absences may be available to interested incumbents.

## 4. Statement of Key Outcomes and Activities

Community Visitors will:

- Undertake visits to approved mental health treatment centres, community mental health facilities, state-run disability accommodation and Public Advocate clients under guardianship who are participants in the NDIS to ensure compliance with standards.
- 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.
- Ensure that the needs of the client, 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 client, their guardian, relative, carer or friend, or any other person who is providing support.
- Advocate for clients 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 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.

Approved by Principal Community Visitor: \_\_\_\_\_

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Acknowledged by Occupant:

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

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## PERSON SPECIFICATION

### ESSENTIAL MINIMUM REQUIREMENTS

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#### Personal Abilities/Aptitudes/Skills:

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- An interest in and commitment to the rights of people with a mental illness and 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 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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#### Knowledge

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

### DESIRABLE REQUIREMENTS

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#### Experience

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- Experience working in a volunteering role.
  - Lived experience with mental illness or disability.
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#### Knowledge

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- Knowledge of adult guardianship.
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#### Qualifications

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