

Volunteer task list

Resource



This volunteer task list was developed for the Community Connector network for the Frankston City Council. It is to be used as part of the training session.

Introduction

When we talk about what we value in life, we frequently talk about our good relationships with family, friends, and neighbours.

Relationships are essential to having a good life as they meet many of our social, emotional, intellectual and physical needs. They are important in helping to maintain our identity and life purpose.

People who are socially isolated or experiencing loneliness often need some initial help to connect back into a group activity or to pursue a new hobby or interest.

Many of us feel anxious at times when we meet a new group of people. 'Will people like me and will I fit in?' are some of the common questions that run through our mind.

When you've been socially isolated for a prolonged period of time, this feeling can be more pronounced, often exacerbated by poor health, especially if a person has hearing or vision loss.

Therefore, it takes some bravery for a person to leave the comfort and security of their home and to join a new group or activity for the first time.

That's why we need you, a friendly volunteer who can make people feel welcomed, and valued. That can help them gain a sense of belonging from participating in a club, group or activity. It can make all the difference to a person's happiness and wellbeing.

Volunteers known as Community Connectors will work to link residents in to local community activities by providing one on one support. Residents looking for support to access activities will be asked to call Frankston City Council; a Council Officer will then forward the resident's contact number details to a Community Connector who support them to access social activities by undertaking any of the following tasks:

Tasks for Community Connector volunteers

When a council officer provides you with a resident's contact details, you should:

- Telephone the person to find out what activities they are interested in attending.
- Take an active interest in the person – listen to their personal stories and their motivations for joining, and find out about their preferences and interests.
- Provide clear and comprehensive information about suitable activities.
- Be able to independently source information about available activities with assistance from Council Project Coordinator if required.

- Encourage the person to attend any suitable activities such as activities undertaken at Community Centres, Seniors Clubs and Groups, sporting activities, community based activities.
- Offer to go with the person to a new activity when they are attending for the first few sessions.
- Call the activity coordinator to let them know a new person will be attending the activity.
- Encourage the activity coordinator to make the person feel welcome and introduce them to other members of the group.
- Call the resident a week or two after initially speaking with them to find out if they are still considering attending the activity or to provide further encouragement.
- Provide feedback to the project coordinator about the Community Connector role.
- Complete a Community Connector contact form, which is provided by the project coordinator.
- Meet with project coordinator and other community connectors every four to eight weeks as advised to discuss connections and provide peer support.

Skills required

- Friendly and welcoming with good communication skills and good at listening and responding to people.
- Ability to recognise one's own boundaries, the limitations of the role and the ability to maintain confidentiality.
- Capacity to provide your club or group with strategies and ideas on how they can be more inclusive of new members, particularly people who've been socially isolated.

Support and development

- All Community Connectors will need to undertake Community Connector's training workshop.
- All Community Connectors will need to under regular police checks as part of this role.
- All Community Connectors will have support from the project coordinator should they require it for any reason.
- All Community Connectors will have opportunities to meet with others in the same role to offer peer support.
- Volunteers are encouraged to have full comprehensive insurance on their vehicles.
- The driver requires a current driver licence and police check.
- VicRoads license checks are conducted regularly.

This sample resource has been provided with the support and permission of the Frankston City Council.

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