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| Family Health Support Services |
| Volunteer Task List – Community Connector Project  |



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 – Following Council Officer providing resident contact details a Community Connector Volunteer**

* Undertake a telephone call to the person to ascertain what activities they are interested in attending.
* Take an active interest in the person - listening to their personal stories, their motivations for joining and finding 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.
* Offering to buddy 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 the resident to find out if they are still considering attending the activity or to provide further encouragement.
* Provide feedback to project coordinator about the Community Connector role.
* Complete Community Connector Contact Form, which are provided by project coordinator.
* Meet with project coordinator and other community connectors on a 4 – 8 weekly basis 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 recognize 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’s License and Police Check.

Vic Roads License checks are conducted regularly.