**Role:** Lunch with the Bunch Volunteer

**Reports to:** Team Leader, Lunch with the Bunch

**Department/Unit overview:** The Aged and Disability Department provides a coordinated entry point for residents seeking aged and disability services, and has an integrated approach to information provision, assessment, care management and referral. The unit is the provider of HACC service types within the City of Wyndham.

The Social Support Unit provides a range of Social Support Services to assist older adults and people with disabilities to remain at home and connected to their community.

**Purpose:** The Lunch with the Bunch Program is a social lunch group for older residents in the community. It aims to encourage independence and reduce social isolation. This program provides an opportunity to spend an afternoon at a local venue in a supportive environment. Participants are collected from their homes and taken out in small groups of approximately eight people.

Volunteers play a vital role in the Lunch with the Bunch program. They assist with transport, either through driving a vehicle or jockeying on the Council bus, as well as provide support, encourage friendships and conversation whilst at the program.

**Key Responsibilities and Duties:**

Transporting of clients:

* Collect a Council vehicle and transport clients to the lunch venue
* Jockey on the Council bus
* Plan your trip in advance, be familiar with the route and allow extra time for collection of keys, the pouch and vehicles
* Transport clients safely to and from the program
* Assist each client from door to vehicle/bus
* Provide assistance getting in and out of vehicles or on and off the bus
* Ensure all items are secure in the vehicle (car or bus). Eg walking frames, bags, wheelchairs, oxygen cylinders etc
* Report any concerns/hazards or incidences to the Lunch with the Bunch Team Leader
* Report any damage to Council vehicles immediately to the Car Pool (area/dept at point of key collection) and the Lunch with the Bunch Team Leader. Complete all necessary forms in relation to accidents or damage to Council vehicles.
* Ensure all vehicles have no less than a quarter of a tank before returning back to designated car pool

Assisting clients whilst a lunch venue:

* Assist clients with accessing the venue, ordering meals, cutting up food, collect water jugs, payment of meals , collect tea and coffee
* Promote the Active Service model through encouraging clients to perform as many tasks as they are able with minimal assistance
* Encourage friendships through instigating conversation, introducing new clients and encouraging group participation.
* Report any concerns regarding the program or the clients to the Lunch with the Bunch Team Leader (by completing a Monitoring Form – located inside your volunteer pouch)

Assisting on Day Trips

* Jockey on the bus or collect a council vehicle
* Assist each client from door to vehicle/bus
* Assist clients safely on and off bus
* Assist clients with accessing the venue, ordering meals, cutting up food, collect water jugs, payment of meals , collect tea and coffee
* Report any concerns/hazards to the Lunch with the Bunch Team Leader
* Promote the Active Service model through encouraging clients to perform as many tasks as they are able with minimal assistance

**Desired Attributes:**

* An interest in and an ability to communicate effectively with older adults and a person with a disability.
* Ability to work cooperatively in a team environment.
* Ability to undergo regular training whilst engaged in this service.
* Drivers will need to possess a valid Victorian Drivers Licence and will be required to present a Driver History annually.
* Drivers will need to be able read a road map and organise the most efficient route to collect clients and transport them to the lunch venue
* Knowledge of manual handling (training provided by program)
* Ability to encourage participation and involvement of clients in programmed activities

**Length of Appointment:** Volunteers are subject to a probationary period of 3 months and is reviewed at the end of this term. The role is ongoing and will be reviewed annually.

**Police Check:** A police check application will be lodged once a volunteer has been accepted into a program and will be completed every 3 years. There is no cost to the volunteer.

**Support:** Training will be provided for this role. In addition, the Team Leader will be available for questions and assistance.

**Dress Code:** Neat casual.

**Signed: ............................................................................. Date: ..../..../.........**