Position Description for Hesse Rural Health Volunteers

Hospital Auxiliary Op Shop

Our retail volunteers are the public face of Hesse Op Shop, offering warm and friendly service.

Volunteering in the op shop is a great opportunity to meet new and wonderful people, build confidence, gain valuable retail experience, learn new skills, and improve your communication skills.

We require volunteers across a range of days and times to sort donations and sell items in the shop, while providing community members with casual conversation and quality customer service.

Our op shop raises important funds that go towards improvements at Hesse Rural Health and is open Friday, Saturday, Sunday and Mondays.

Residential Aged Care

As a residential aged care volunteer, you make a real difference in the lives of Hesse residents. Volunteers play a vital role in building relationships aimed at promoting wellbeing, while reducing isolation and loneliness. Giving time to an older person can empower them, improve their physical and mental wellbeing and build self-esteem.

There are various volunteer roles available in our residential aged care facility. We are looking for volunteers who wish to participate in one or more of the following areas.

- Providing companionship and communicating with the residents one-on-one.
- Wheelchair walks provide opportunities for residents to enjoy the fresh air and sunshine of the outdoors and connect with their local community. Assistance is required to push a resident in a wheelchair for approximately 30 minutes. Walks are held at 2.30pm Tuesdays during the warmer months of the year.
- Share gardening skills. Assisting residents in various gardening activities such as garden maintenance, planting, weeding, watering, and harvesting.
- Assisting with group lifestyle activities such as:
  - Barbecues
  - Sing-a-longs
  - Parties and special functions
  - Group discussions and activities
  - Outings

Community Transport Driver

Our transport service is critical for our consumers to access our activities and programs. As a driver you get to be part of the action and make a genuine difference in the lives of older people.

Hesse's cars and buses provide aged care residents and social support consumers with a safe, reliable transport service to health appointments and outings.

Volunteers collect consumers from their home, residential aged care facility, or designated pick-up point and take them to Hesse programs, appointments, or outings and return them at the conclusion of the program.

If you're confident driving a minivan and happy to chat to our clients, please get in touch.

Social Support Activities Assistant

As a social support volunteer, you'll have the chance to engage in a wide array of activities designed to enrich the lives of our participants. From crafts, gardening and cooking programs, to excursions, social interactions and gentle physical activities, there's something for everyone. We believe in connecting our consumers to the broader community through various events like footy tipping, celebrating special days like Mother's/Father's Day, Melbourne Cup Day, Grand Final Day, Show Day, and personal celebrations like birthdays.

One of the key aspects of our program is helping our participants "feel useful". We place a strong focus on fostering independence across all activities, empowering individuals to engage positively and independently.

Consumer Advisory Committee

Our community advisory member provides a voice for the community and consumers through the coordination of community engagement and consumer feedback strategies. The committee member provides insights and advice into how the health service is meeting the needs of consumers and the community.

The role of the consumer advisor member is to:

- Represent and advocate for the community.
- Engage with community members to understand their needs, including the consumers and carers who use the health service.
- Advise the board and the health service on consumer, carer and community views on health service development, planning and quality improvement.