

## Role Description

**Title:** Friendly Visitor

**Reports to:** Volunteer Coordinator

The Friendly Visitor role is to provide social support to older frail people and people with disabilities (and their carers) with the aim of reducing social isolation and enhancing opportunities to connect with the community. This can be achieved by visiting someone in their home, or assisting them to participate in community activities.

### ***Responsibilities & Tasks:***

- ❖ Regularly visit your assigned client in their home or designated venue
- ❖ Provide social support on a one-to-one basis, e.g. conversation/companionship
- ❖ Provide physical and social assistance when out in the community e.g. accompanying a client shopping
- ❖ Provide transport for client within local area (optional)
- ❖ Uphold 'Duty of Care' principles at all times
- ❖ Maintain privacy and confidentiality principles relating to any personal details of Gateway clients.
- ❖ Communicate on an as needs basis with Gateway staff about times spent visiting, client concerns etc.

### ***Skills & Abilities:***

- ❖ Effective communication skills, particularly listening.
- ❖ Physical ability to assist client in walking, getting in and out of wheelchair (if required), getting in and out of vehicle (if required)
- ❖ Understanding of and respect for difference (cultural, religious, generational, disability etc)
- ❖ Ability to work unsupervised
- ❖ Decision making and problem solving skills