



Volunteer Handbook



Foreword

UnitingCare Wesley Port Adelaide Incorporated is a community service of the Uniting Church in Australia. It was established by the Methodist Church in 1919 to enable the church to respond to the needs of the sick, the disadvantaged and the unemployed.

Over the years UCWPA has provided accommodation for homeless people, physiotherapy services for children with polio, support to families in need and other innovative services.

Today UCWPA employs over 900 people to provide a home, community development, supporting families and children, and preparing people for work.

UCWPA is committed to developing and implementing services in response to individual, family and community needs such that human rights are respected and personal growth encouraged.

In the formulation of policies, human resources, management procedures and service delivery, UCWPA gives practical expression to Christian values and ethics.

UCWPA makes a significant contribution to the Community Service sector by offering professional work experience and training in a range of areas including community, aged, youth and social work.

Above all UCWPA strives to help people in a way that enhances self-reliance and respect.

Over 150 people presently serve as volunteers with UCWPA in aged care and community welfare services. We hope that you will be able to take advantage of the opportunities outlined in this booklet and serve UnitingCare Wesley Port Adelaide as a volunteer.

Best wishes for your adventure as a volunteer.

Libby Craft
Chief Executive Officer

Our Vision, Values & Goals

VISION

A compassionate, respectful and just community in which all people participate and flourish.

VALUES

Respect and compassion for all people

Belief in the innate worth of all people

Justice, particularly for those less advantaged in our society

Being of service to others

Restlessness for what could be

Non-violence and peace

GOALS

To assist people to overcome barriers to living life to the full

To help build strong communities which are inclusive and which celebrate diversity

To advocate for justice and fairness in our society

To provide a positive environment which promotes the growth and development of our staff

To use our resources in the most efficient and effective manner

To strengthen our partnership with the wider community

Becoming a Volunteer

WHY YOU MIGHT DECIDE TO BECOME A VOLUNTEER

- Maintain your current skills or gain new skills
- Gain experience for a possible field of employment
- Increase your confidence
- You have a desire to help
- You have an interest in or commitment to a particular program
- A way to become involved in and learn about the community
- Fun and enjoyment

ATTRIBUTES NEEDED TO BE A VOLUNTEER

- Friendly nature
- Open-minded
- Non-judgmental
- Good communication skills
- Ability to respect confidentiality
- Eagerness to learn about other people in the community
- Commitment
- A sense of worth in yourself and others
- Ability to build on your own strengths and skills and share with others
- A good listener
- People-person
- Caring person

PLEASE NOTE

Volunteers are required to obtain a satisfactory Police Clearance prior to commencing as a volunteer with UnitingCare Wesley Port Adelaide.

As a volunteer registered with UnitingCare Wesley Port Adelaide you will be covered by our insurance policy for personal accident while engaged in authorised voluntary duties.

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Wesley House Aged Care Facility

HOSTEL OPTIONS PROGRAM

The Hostel Options Program provides full hostel services to a number of residents in UCWPA's Independent Living Units. It also provides support for people who are terminally ill in their own home.

WESLEY HOUSE COMPLEX

Wesley House has 10 independent living units, a hostel with 74 residents, and a nursing home accommodating 46 residents. Two rooms are available for respite. Residents requiring a higher level of care may stay in the area they are used to as quality care is given throughout the complex.

VOLUNTEER OPTIONS

- Being a friend – someone for residents to have a chat with
- Joining residents for morning and afternoon tea
- Going for walks with residents
- Playing games, reading books or just sitting by residents and having a chat
- Helping when going on large outings
- Helping at meal times

VOLUNTEER REQUIREMENTS

- Being friendly and honest
- Having good communication skills
- Enjoying being with the elderly
- Being caring
- Showing empathy
- Being patient and understanding

If you would like more information about volunteering at Wesley House please contact:

Director of Nursing
324 Military Road, Semaphore Park SA 5019
(08) 8449 7066

Westminster Aged Care Facility

Westminster Village comprises a nursing home, hostel and independent living units. The nursing home accommodates 46 residents and the hostel accommodates 64 residents. Continuity of care is available to residents on a needs basis, depending on vacancies.

VOLUNTEER OPTIONS

- Being a friend
- Taking residents / groups for walks
- Helping on outings
- Escorting residents to hairdresser
- Participating in arts and crafts
- Helping with meals, morning and afternoon teas
- Helping with men's group / shed
- Helping with gardening club

VOLUNTEER REQUIREMENTS

- Mature, but fit and able
- Stipulate times of service
- Friendly, people-person and good communicator
- Reliable and patient
- Be able to work in a team

If you would like more information about volunteering at Westminster please contact:

Director of Nursing
Corner Fort Street and Sylvan Way, Grange SA 5022
(08) 8353 5011

Seaton Aged Care Facility

Seaton Aged Care Facility is 'Ethno-Specific'. Priority access is given to people of Ukrainian and Croatian background. Other European nationalities are also represented in this 52-bed home consisting of 21 shared rooms and 10 individual rooms. Every effort is made to be culturally sensitive to residents' needs, for example meals are prepared to traditional recipes, staff with the appropriate language skills are employed, and special cultural days are celebrated.

VOLUNTEER OPTIONS

- Being a friend
- Accompanying residents on outings or appointments
- Socialising with residents
- Participating in activities; craft, games, etc
- Helping at meal times
- Assisting with manicures, hand massages and other beauty therapy
- Assisting residents with simple gardening activities

VOLUNTEER REQUIREMENTS

- Be friendly
- Enjoy the company of elderly residents
- Ability to be patient and understanding
- Ability to commit to a specific time each week which is negotiable
- Willing to participate in excursions
- Ability to speak the language of our residents is much needed, however this is not a specific requirement

If you would like more information about volunteering at Seaton please contact:

Director of Nursing
172 Trimmer Parade, Seaton SA 5023
(08) 8268 7677

St Teresa Aged Care Facility

St Teresa is a 46-bed 'Ethno-Specific' Aged Care Facility giving priority access to people of Polish background, however other European and non-European are represented. Every effort is made to be culturally sensitive to the residents' needs, staff with the appropriate language skills are employed.

VOLUNTEER OPTIONS

- Being a friend
- Accompanying residents on outings or appointments
- Socialising with residents
- Participating in activities; craft, games, etc
- Helping at meal times
- Assisting with manicures, hand massages and other beauty therapy
- Assisting residents with simple gardening activities

VOLUNTEER REQUIREMENTS

- Be friendly
- Enjoy the company of elderly residents
- Ability to be patient and understanding
- Ability to commit to a specific time each week, which is negotiable
- Willing to participate in excursions
- Ability to speak the language of our residents is much needed, however this is not a specific requirement

If you would like more information about volunteering at St Teresa please contact:

Director of Nursing
92 Robert Street, West Croydon SA 5008
(08) 8346 3052

Regency Green Multi-Cultural Aged Care Facility

Regency Green Multi-cultural Aged Care Facility provides a unique residential lifestyle for older people from a number of diverse cultural and linguistic backgrounds.

The facility is accredited and provides a total of 78 places with a mixture of high and low care. Preference is given to indigenous Australians, people from the Philippines, Malta, Vietnam, Cambodia, China, and people with Spanish backgrounds.

VOLUNTEER OPTIONS

- Being a friend
- Accompanying residents on outings or appointments
- Socialising with residents
- Participating in activities; craft, games, etc
- Helping at meal times
- Assisting with manicures, hand massages and other beauty therapy
- Assisting residents with simple gardening activities

VOLUNTEER REQUIREMENTS

- Friendly
- Enjoy the company of elderly residents
- Ability to be patient and understanding
- Ability to commit to a specific time each week, which is negotiable
- Willing to participate in excursions
- Ability to speak the language of our residents are much needed, however this is not a specific requirement

If you would like more information about volunteering at Regency Green please contact:

Director of Nursing
181-193 Days Road, Regency Park SA 5010
(08) 8345 3518

Hawksbury Gardens Aged Care Facility

Hawksbury Gardens is an aged care facility located in Salisbury North which provides a total of 63 places (mixture of high and low care) with ageing in place.

VOLUNTEER OPTIONS

- Being a friend (socialising and chatting with residents)
- Joining in morning and afternoon teas
- Participate in activities (games, crafts, etc)
- Going for walks
- Helping on bus trips and shopping
- Assisting with massage and manicures
- Assisting at meal times

VOLUNTEER REQUIREMENTS

- A friendly, caring person who enjoys the company of elderly people
- A good communicator
- Being patient and understanding
- Ability to honour confidentiality
- Respect for each person's individuality
- Willing to participate in walks and excursions
- Ability to commit to a specific time each week, which is negotiable

If you would like more information about volunteering at Hawksbury Gardens please contact:

Director of Nursing
8 Elmgrove Road, Salisbury North SA 5108
(08) 8281 6259

Independent Living Units

UCWPA currently owns 130 independent living units at six different sites in the northern and western suburbs. Residents enjoy the social benefits of living in a community allowing for maximum personal independence within a range of support services. This arrangement also promotes a sense of well-being and security. Unit residents are generally fairly active and capable of looking after themselves.

VOLUNTEER OPTIONS

- Being a friend and going for walks with the residents
- Acting as a supporter to residents and taking them to appointments
- Spending time with residents; home visits, going shopping, going out to lunch, etc

VOLUNTEER REQUIREMENTS

- Be friendly, reliable and interested
- Be patient, understanding and caring
- Respect each person's individuality
- Honour confidentiality
- Good communicator with aged people
- Be willing to participate in excursions

If you would like more information about volunteering at our Independent Living Units please contact:

Aged Care Liaison Officer
Head Office, UnitingCare Wesley Port Adelaide
70 Dale Street, Port Adelaide SA 5015
(08) 8440 2206

Faggotter Grove

Faggotter Grove is a small group home located at West Lakes Shore which provides accommodation for 10 residents and a House Coordinator. The Home is intended for people who are still active and independent but who, for a variety of reasons, prefer not to live alone. The emphasis is on independent communal living. Residents are provided with support, security and companionship while maintaining independence and privacy.

VOLUNTEER OPTIONS

- Being a friend and going for walks with the residents
- Acting as a supporter to residents and taking them to appointments
- Setting up activities in liaison with Coordinator
- Spending time with residents, home visits, going shopping, going out to lunch, etc

VOLUNTEER REQUIREMENTS

- Be friendly, reliable and interested
- Be patient, understanding and caring
- Respect each person's individuality
- Ability to honour confidentiality
- Good communicator with aged people
- Be willing to participate in excursions

If you would like more information about volunteering at Faggotter Grove please contact:

Coordinator
Faggotter Grove
8/35 Manly Circuit, West Lakes Shore SA 5020
(08) 8242 1622

Emergency Assistance

Emergency Assistance provides help to people in financial crisis by providing food vouchers, food parcels, clothing vouchers for Goodwill stores, and second-hand clothing to those in need.

VOLUNTEER OPTIONS

- Second-hand clothing
- Bread distribution and food parcels
- Emergency Assistance – food and clothing vouchers

Job descriptions are available for these areas.

VOLUNTEER REQUIREMENTS

- Happy in nature
- People-person
- Respect people's confidentiality
- Sense of humour
- Non-judgemental and open-minded

If you would like more information about volunteering in Emergency Assistance please contact:

Emergency Assistance Coordinator
Port Family Centre
58 Dale Street, Port Adelaide SA 5015
(08) 8440 2290

Taperoo Community Centre

Taperoo Community Centre provides a range of activities, groups, projects and classes to the local community, including:

- Literacy and Numeracy
- Sewing
- Arts and crafts
- Computing
- Groups
- Cooking
- Referrals to other UCWPA services and / or other agencies
- Crèche care for pre-school children available at some times

VOLUNTEER OPTIONS

Please contact the Coordinator for volunteer roles and program needs. Volunteer applications can be processed and matched with new role specifications as developed.

VOLUNTEER REQUIREMENTS

- Friendly, trustworthy people-person
- Reliable – to put in the time as negotiated
- Willing to train and learn for future job prospects
- Committed and motivated to do work in the community
- Ability to work with other volunteers as part of a team
- Familiarity with the local community and culture, or be willing to learn and fit in

Note: All volunteers must be prepared to participate in training, or be willing to learn and fit in

If you would like more information about volunteering at Taperoo Community Centre please contact:

The Coordinator
Taperoo Community Centre
Yongala Street, Taperoo SA 5015
(08) 8248 2122

Paralowie Youth Service

Paralowie Youth Service (PYS) is a vibrant, welcoming youth agency. PYS provides access to a range of programs and services to support young people and increase their connection with and participation in the wider community.

PYS assists young people aged between 12-25 years of age who are at risk of emotional, social and / or physical harm and who may be experiencing:

- Homelessness or at risk of becoming homeless
- Experiencing mental health issues
- At risk of being in contact with the juvenile justice system or developing behaviours that might place them at risk
- At risk of leaving school early or interested in re-engaging with a learning pathway
- Alcohol and or drug use and or abuse
- Experiencing learning and or behavioural issues

PYS provides a range of services for individuals and group programs. We are able to provide support in a number of areas including assessments and referral, case work, group work, linkages and partnerships and outreach.

VOLUNTEER OPTIONS

Based at the historic, heritage-listed Paralowie House, volunteers are involved in:

- Gardening to restore the heritage garden

VOLUNTEER REQUIREMENTS

- Accepting of diversity
- Youth-friendly
- Patient; understanding and caring
- Ability to be honest and confidential
- Competency in volunteer duty
- Punctual
- Basic handyperson and gardening skills

If you would like more information about volunteering at Paralowie Youth Service please contact:

The Manager
94 Waterloo Corner Road, Paralowie SA 5108
(08) 8281 4137

Seaton Central – a Communities for Children Initiative

Seaton Central offers a range of services and programs to meet the needs of local families with young children. Communities for Children is funded by the Australian Government under the Stronger Families and Communities Strategy. UnitingCare Wesley Port Adelaide is the Facilitating Partner for Communities for Children in North West Adelaide. We aim to provide a welcoming and safe environment for families in the west to come and enjoy being with their children.

Some of the programs we offer include:

- Supported playgroups, including special playgroups for babies and with a musical focus
- Parenting programs
- Programs for 3 & 4 year olds
- Programs for women with Post Natal Depression
- Early intervention program for children with disabilities and developmental delays

VOLUNTEER OPTIONS

- Administration support
- Crèche work (with training that we provide)
- Supporting playgroups, including assisting with activities, preparation of food, setting up and packing away, playing instruments,
- Engaging families and children through play

VOLUNTEER REQUIREMENTS

- Friendly, honest and reliable
- Ability to be flexible
- Sense of humour
- Enjoying working with a broad range of people
- Ability to be non-judgmental and open-minded
- Ability to respect people's confidentiality
- Willingness to be part of a team

If you wish to be our volunteer you may be involved as much or as little as you like.

Note: Volunteers must be prepared to undertake specialised training.

If you wish to be our volunteer please contact:

The Coordinator

Early Years Team

c/- Seaton Park Primary School, 80 Balcombe Ave, Seaton 5013

(08) 8235 9556

Kingston Supported Employment Service

Kingston Supported Employment Service (KSES) offers employment to 13 people with a variety of disabilities in mowing & catering.

VOLUNTEER OPTIONS

- Supporting clients to learn new work tasks in mowing, catering or retail
- Supporting clients in day activities, i.e. craft, exercise, cooking etc.
- Customer service & packaging in our retail food outlet

VOLUNTEER REQUIREMENTS

- Honest
- Patience & understanding
- Empathy for people with disabilities
- Willingness to learn new skills i.e. FoodSafe Regulations
- Reliable
- Positive & encouraging disposition

If you wish to be our volunteer please contact:

Coordinator
KSES
23 Charles St Kingston SE SA 5275
(08) 8767 2211



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