



I-CARE PROGRAMME COMMUNITY SUPPORT VOLUNTEER ROLE

To provide cultural and basic communication assistance at community and health promotion workshops/forums/activities organised by iCARE Programme and to bridge cultural gaps between health professionals and members of the communities, contributing positively supporting the community.

Reports to	Team Leaders (North Shore : Charles Cui, Waitakere : Grace Ryu)
Location	Outside of hospital could be located in North Shore or Waitakere
Travel Reimbursement	Free Parking ticket for NSH

KEY TASKS	EXPECTED OUTCOMES
To participate in WDHB community, health promotion, consultation meetings and cultural workshops to provide cultural perspective advice and assistance	Participants/attendees are more familiar with the different cultural perspectives and have a better view.
To facilitate and clarify cultural habits for patients/consumers where necessary.	Health professionals understand the patients/consumers' cultural habits better.
To recognise Individual Responsibility for Workplace Health and Safety under the Health and Safety in Employment Act 1992	<ul style="list-style-type: none"> • Company health and safety policies are read and understood and relevant procedures applied to their own work activities • Workplace hazards are identified and reported, including self management of hazards where appropriate • Can identify health and safety representative for area

**PERSON SPECIFICATION
VOLUNTEER ROLE
“COMMUNITY SUPPORT WORKER”**

	Minimum	Preferred
Qualification	NA	NA
Experience	Strong community focus	Previous experience in volunteer work High level community involvement
Skills/Knowledge/Behaviour	<ul style="list-style-type: none"> • Demonstrates a friendly, warm and caring manner. • Ability to listen effectively. • Ability to communicate clearly in English • Ability to maintain confidentiality and privacy. • Awareness of the need to seek assistance when issues are outside the boundaries of the role. • Health must be such that the volunteer can carry out the duties required. • Demonstrates culturally appropriate behaviour. 	