

Thank you for your interest in becoming a volunteer visitor with Age Concern Waikato.

We aim to reduce isolation and loneliness among older people in our community by fostering meaningful social connections.

Through our Visiting Service, we carefully match older people with volunteer visitors who can provide companionship and friendship. Volunteers typically commit to visiting once a week for around an hour, building a valued and ongoing relationship over time.

Giving your time is one of the most meaningful gifts you can offer. A simple weekly visit can make a significant difference in someone's life, bringing connection, friendship, and support to those who need it most.

The Visitors Application and Police Vetting forms need to be completed and returned to us via email, along with a copy of your Photo ID. If you have any prior (criminal) convictions you wish to disclose before we begin police vetting, please feel free to chat with one of the Visiting Service Coordinators, otherwise we'll be in touch once completed and returned.

Orientation

If your application is successful, we will contact you to arrange an orientation. This may be delivered in a small group setting or individually, depending on availability. During this session, you will learn about all aspects of the Visiting Service, including the role and responsibilities of a volunteer visitor.

Orientation sessions typically last around 45 minutes and provide an opportunity to ask questions and gain a clear understanding of the visiting service.

Visiting Service Coordinators

The Visiting Service Coordinators are **Monique Jeffs** (Rural) and **Gesan Naidoo** (Hamilton City). They are available on weekdays and can be contacted on **07 838 2266**.

Please get in touch if you have any questions or would like further information about the programme. We are always happy to help.

Monique Jeffs	021 025 30442	rural@ageconcernwaikato.org.nz
Gesan Naidoo	021 522 497	avs@ageconcernwaikato.org.nz

Position Description

Volunteer Visitor

Reports to: Visiting Service Coordinator

Purpose of the Role

As a Volunteer Visitor, you will provide companionship and social connection to an older person who may be experiencing loneliness, isolation, or a lack of regular social contact. Through regular visits, you will help enhance their wellbeing and quality of life by building a meaningful and supportive friendship.

This role is intended to complement—not replace—the support provided by family, friends, caregivers, or other community services.

Volunteers are asked to commit to visiting their matched client for **at least one hour each week for a minimum of six months**.

Key Responsibilities

- Visit your matched client regularly and provide companionship through conversation and shared interests.
- Contact your client by phone if you are unable to attend a scheduled visit.
- Maintain communication with your Visiting Service Coordinator including:
 - Report any concerns regarding your client's wellbeing or safety
 - Discuss any concerns about your relationship with your client
 - Advise the Coordinator if circumstances affect your ability to continue visiting
 - Provide the number of visits and/or phone calls made each month, within 10 working days following the end of a month

Expected Outcomes

- A positive, enjoyable, and mutually rewarding friendship is established and maintained
- The service continues to promote the wellbeing, dignity, independence, and social inclusion of older people within the community
- Age Concern Waikato maintains its reputation as an organisation that champions the needs, interests, and quality of life of older people

- Volunteers uphold the values, ethics, and objectives of Age Concern Waikato's Accredited Visiting Service.
-

Skills and Qualities

Successful Volunteer Visitors will demonstrate:

- Understanding, empathy, and respect for older people and their life experiences
 - Tact, discretion, and the ability to maintain confidentiality
 - Strong communication and active listening skills
 - Reliability and commitment to maintaining regular contact with both their client and the Visiting Service Coordinator
 - As many clients may experience hearing difficulties or face other communication challenges, excellent spoken English.
-

Thank you for considering becoming a Volunteer Visitor with Age Concern Waikato.

Your time, friendship, and commitment can make a meaningful difference in the life of an older person.