



Position: Client Support – Transport and companionship

Reports to: Community Support Services Manager

Objective

To provide clients of the AIDS Action Council and PLWHA ACT with high quality practical and emotional support and assistance to attend medical and other appointments related to living with HIV/AIDS.

Procedures

The following procedure takes place when volunteers are involved in client support.

1. A referral is made to the Manager, Community Support Services (CSSU)
2. The Manager meets with the client and involved staff to determine their needs.
3. The Manager and staff match suitable volunteers to the client.
4. The Manager or a designated staff member, the volunteer(s) and the client meet to develop a flexible support agreement that states volunteer activities and volunteer time. The client and volunteer(s) sign the support agreement.
5. If there is more than one volunteer involved on a regular basis, a roster will be developed.

Responsibilities

1. Attend an initial comprehensive briefing by the CSSU Manager regarding the specific needs of the client.
2. Transport client to and from appointments at The Canberra Hospital or at other locations in the region. For this particular client, treatment may take up to two hours, so a waiting period will be involved.
3. Provide companionship to client.
4. Attend ongoing debriefings with CSSU Manager or other designated staff member
5. Provide immediate briefings to CSSU Manager or other designated staff member in the event of non-routine or unexpected occurrences (within or outside normal business hours). Staff contact details will be made available.

6. Complete associated paperwork and return to CSSU Manager as arranged.