

## **Volunteer Position Description**

**Position:** Client Support – Gardening assistance

**Reports to:** Community Support Services Manager

### **Objective**

To provide gardening assistance for frail older couple who are clients of the AIDS Action Council of the ACT.

### **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(s) and involved staff to determine their needs.
3. The Manager and staff involved with the client(s) match suitable volunteers to the client(s).
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(s).
2. Attend to light gardening around the home as indicated by client(s).
3. Be polite and courteous at all times.
4. Attend ongoing debriefings with CSSU Manager or other designated staff member as required.
5. Provide immediate briefing 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