

# What are the Jobs for Volunteers

Volunteering in Home and Community Care (HACC) services provides a number of opportunities for you including using your skills, gaining new skills and meeting new people. Volunteers offer their skills and experience to agencies to assist them to better deliver their services to the community. The following job descriptions are provided for your reference only. Individual agencies will have their own volunteer policy and job requirements. Please contact the agency directly if you want to be a volunteer.

## **Front Desk Volunteer:**

- Answering incoming phone calls and directing them to the appropriate staff or taking a message for a staff member to return the call.
- Attending to clients or visitors to the office and contacting the appropriate staff member.
- Attending to new volunteer enquiries.
- Providing information and referrals over the phone to people with general enquiries.
- Assisting the office staff with day to day tasks as requested.

## **Volunteer Driver:**

- The majority of clients you will be driving are frail and isolated elderly people and people with disabilities. These people appreciate a kindly and helpful attitude and a responsible driving manner. Punctuality and reliability are essential. Safe and reliable driving is also essential.
- Volunteer drivers use their personal vehicles to transport frail and isolated persons to medical and social support appointments. Occasionally, drivers will use the vehicle provided by the agency.
- All drivers are to be recorded on the log sheets supplied. In most cases, reimbursements for petrol costs are available.

## **Centre Based Activity Volunteer:**

- Assisting with client activities/crafts.
- Assisting individual clients on outings (e.g. helping clients on and off the bus, helping them access toilet facilities).
- Assisting with setting up/clearing the room after the activity has finished together with the group coordinator.
- Assisting with making new clients feel comfortable within the group.

***If you need further information about being a volunteer, please contact a volunteer resource centre near you.***

### **City of Boroondara's Volunteer Resource Centre**

405 Camberwell Road, Camberwell 3124. Tel: 9882 5860

### **Eastern Volunteer Resource Centre**

Maroondah Federation Estate, 32 Greenwood Ave, Ringwood 3134. Tel: 98707822

### **Knox Community Volunteers**

658 Mountain Highway, Bayswater 3153. Tel: 9729 9499

### **Monash Volunteer Resource Centre**

583 Ferntree Gully Road, Glen Waverley 3150. Tel: 9562 0414