

Additional Handbook for the Community Life Program

Organisational issues

Task Agreements

After the first visit with clients, the Volunteer Coordinator will draw up a Task Agreement outlining the specific visiting arrangements made between the organisation, the volunteer and the client. The Task Agreement will denote the responsibilities of the Community Life Program Volunteer.

Volunteers will be asked to sign the Task Agreement, thereby acknowledging commitment to the program and awareness of the program guidelines. A copy of the Task Agreement will be forwarded to the Volunteer .

Any Volunteer who has a contract with the Centre is responsible only to the terms of the Contract signed by the Volunteer. Centre based volunteers are under the supervision of their Program Team Leader. Volunteers working outside the terms of their Task Agreement are not considered as working in a volunteer capacity.

If a volunteer has been advised to cease visiting a client by the Volunteer Coordinator/Team Leader, the Volunteer is expected to do so. In addition, if the Volunteer Coordinator/Team Leader is concerned about a volunteer working in a situation that is stressful, that volunteer will be withdrawn or relieved from that particular role and placed elsewhere. The volunteer will also be given access to counselling at the earliest possible opportunity if experiencing high stress. If the Volunteer doesn't abide by the Volunteer Coordinator's/Team Leader's request to withdraw visitation, they will not receive support by Centre staff or be covered by insurance.

Volunteers working outside of Task Agreements, and without the support of the organisation, may be re-engaged in volunteering following a complete performance appraisal of the Volunteer by the Volunteer Co-ordinator.

Volunteer Agreement

All CLP volunteers are asked to read and sign a Volunteer Agreement. The volunteer Agreement is an agreement between the Balmoral Uniting Community Centre and the volunteer outlining roles and responsibilities of interested parties and the details of home visitation.

The Volunteer Coordinator/Team Leader and the volunteer will sign this document in acceptance of agreement and arrangements.

Reporting procedures

For Insurance purposes it is important for all CLP Volunteers to maintain the agreed visiting days and times of their visits.

Other Reporting systems for CLP Volunteers are:

- Client reports
- Accidents, incidents, loss or injury
- Medical conditions
- Minor infectious illnesses

Meet with CLP Team Leader & professional development

- Meet and support from Team Leader regularly.
- Share valuable experience via Volunteers Newsletters
- Have input into the Program
- Meet and welcome new Volunteers at Volunteer Coffee Club on the 5th Thursday of the month

Volunteers will be given notification in advance of the dates of all training and Coffee Club mornings, Volunteers are welcome and very much encouraged to contribute their ideas and suggestions for the on-going development of CLP .

Changes to visiting schedule

The frequency and duration of home visits are negotiated and agreed upon by the Volunteer Coordinator/Team Leader, the volunteer and the client on the first visit of arranged by Team Leader before first visit. If volunteers are not able to visit clients on the agreed day or at the agreed time, they are asked to advise the Volunteer Coordinator/Team Leader as soon as possible, and also the client.

Volunteers are covered by the Uniting Church in Australia Volunteer Insurance Policy and must be approved for specific tasks. It is very important that changes to visiting arrangements are noted so that volunteers will be covered for alternate visiting times and Insurance. If volunteers get sick, take holidays, are not able to visit on school holidays, or will be away for any other reason, they are asked to advise the Volunteer Coordinator/Team Leader as soon as possible and a relief home visitor may be able to be arranged if necessary.

Management ask for the same consideration from clients if circumstances change.

Insurance

The Uniting Church Volunteer Insurance Policy, once a registration form is signed, covers all volunteers when volunteering at agreed times as set down in the Task Agreement. There are two covers that affect Volunteers in their work: Public Liability and Volunteer Insurance.

- **Public Liability.** Public Liability will protect volunteers should an accident occur resulting in injury, disability, or death.
- **Volunteer Insurance.** Volunteers not in paid work are covered for:
 - Capital benefits for total and permanent loss of use of arms, legs etc
 - Domestic help expenses
 - Funeral expenses
 - Medical expenses (non Medicare)

For both situations (Public Liability and Volunteer Insurance), conditions do apply. For information on areas of concern, please ask the Volunteer Coordinator/Team Leader who will seek further advice. Once a Volunteer reaches eighty years of age, Volunteer Insurance is limited to assistance with domestic help, medical and funeral expenses. Volunteer Insurance does not cover a person under the age of 15 years. To be covered for Insurance, volunteers must be approved for the task, and therefore Task Agreement Forms must be completed.

- **Private Individual Policies.** Volunteers also have the option of taking out their own individual Volunteer Insurance Policy.

Personal and professional behaviour

Volunteers must cooperate with other Balmoral Uniting Community Centre Staff.

Volunteers are asked not to invite other people (including children) to accompany them to clients' homes unless clients and the Volunteer Coordinator/Team Leader have consented. Volunteers must refrain from any practices, either direct or implied, which may be construed as sexual harassment.

Volunteers must practise respectful and dignified behaviour and actions and not impose personal views on politics, religion or other controversial matters when with clients.

Volunteers are asked not to discuss their own health or other problems.

The relationship between volunteers and clients, although friendly, is not the same as a relationship between volunteers and their friends. It is vital to observe the boundaries of the volunteer role and not to take on extra tasks or visits unless agreed by the Volunteer Coordinator/Team Leader.

Health and safety issues

Smoking

Volunteers must not smoke in clients' homes and outside 4 metres of the Centre doors. We recognise the right of Volunteers to smoke. However, as cigarette smoke can be a cause of physical discomfort for some people, and the dangers of passive smoking being well documented, "smoko" breaks must be taken at times and places that do not affect other participants.

For this reason, smoking is also prohibited within the Centre's transport vehicles at all times. The Community Life Program does, however, acknowledge that some volunteers may choose to smoke in their own vehicle whilst transporting a client to a particular community activity. We would ask all volunteers to be considerate of the client's needs.

Safety issues

- **Client's homes.** Home Visiting Volunteers are asked to observe the safety of the environment at all times. Elderly persons living alone may not have anybody to call upon for home repairs and maintenance. If any situations arise that are dangerous to a client or concerning to the Volunteer, a report to the Volunteer Coordinator/Team Leader is requested immediately. Electrical appliances with damaged cords are a source of concern and must be reported.

- **Volunteer tasks.** Volunteers are asked to refrain from undertaking work that has not been approved by the Volunteer Coordinator/Team Leader. From time to time a client may ask the Volunteer to do a small job eg. change a light bulb. Volunteers are asked to use reasonable judgement in conducting any such activities, ensuring their own personal safety at all times. If there is unreasonable risk involved, or the situation is uncomfortable, say 'NO'. This applies also if the client asks the volunteer to accompany them on an outing.
- **Dogs.** Clients will be asked to lock up dogs prior to a home visit so that volunteers can enter the property in a safe manner. Volunteers must not enter properties if dogs are running loose and could be threatening. Volunteers are asked to notify the Volunteer Coordinator/Team Leader as soon as possible if this situation arises, who will then follow the matter up further.
- **Physical and verbal threats.** Volunteers are advised to leave the home and area immediately if they are threatened with physical violence, they are verbally abused, or are addressed with language that is offensive (such as swearing or racist terms). Volunteers are asked to notify the Volunteer Coordinator/Team Leader as soon as possible after an incident, who will then follow the matter up further.

Volunteers and clients

Clients' household keys

Some clients may not have relatives, family or friends to call upon in times of emergency, resulting in volunteers' being asked to retain a key to clients' homes. The Balmoral Uniting Community Centre asks that volunteers do not accept keys for clients' houses because insurance does not cover volunteers in this situation.

Name tags and right of entry into a client's home

All Community Life Program Volunteers will be issued with a special nametag for identification purposes. Volunteers are asked to wear these badges when on official Balmoral Uniting Community Centre business. Volunteers are asked to introduce themselves each time when they arrive, and address clients by name, with an inquiry as to the clients' preferred name. Volunteers are not permitted to enter a client's home if there is no one home, and definitely not permitted to break in under any circumstances, only the Police may do this.

Volunteers may not live in the client's home on a temporary or permanent basis for any reason, and neither may the client stay in the Volunteer's home for any time, for any reason. Should this occur, the Volunteer will be removed from working with that client and placed elsewhere.

Clients' circumstances

Volunteers must inform their Volunteer Coordinator/Team Leader if there is any deterioration in the physical and/or mental health of clients, even if the client has

requested that it should not be mentioned. The Volunteer Coordinator/Team Leader will advise the next of kin, or the relevant health authorities of the change in circumstances. If the deterioration is severe and it is decided that another service will be more appropriate to the client's needs, volunteers may be withdrawn.

Use of vehicles

Use of personal vehicles

The Volunteer Coordinator/Team Leader asks all volunteers using their own vehicles to complete a form giving full details of the following:

1. Drivers Licence
2. De-Merit Points accrued
3. Insurance Details
4. Maintenance and Condition of Vehicle
5. Registration Details

A new form will be required to be completed each year of service. This information is necessary to comply with the recommendations from our The Uniting Church in Australia Insurer, and to protect the Balmoral Uniting Community Centre from prosecution under the Workplace Health and Safety Legislation.

The Uniting Church Insurance Policy covers volunteers for personal injury when driving a vehicle on Balmoral Uniting Community Centre activities. The Balmoral Uniting Community Centre does not cover damage to vehicles or other property. This is covered only by whatever property damage insurance volunteers hold privately. In the case of causing an accident, if volunteers do not have third party property insurance or comprehensive insurance, he/she is liable for these costs, whether on Balmoral Uniting Community Centre activities or not.

For Your Information:

- **Third Party Insurance...**is compulsory and is paid with your car registration, and covers all people involved in the accident for personal injury, except the driver at fault.
- **Third Party Property Insurance...**covers other vehicles and property.
- **Comprehensive Insurance Cover...**covers all vehicles and property involved.

Vehicle accidents

If volunteers are involved in an accident while transporting clients, they should:

- Ascertain if anyone is injured or if others are involved;
- Ensure your and the client's safety, and anyone else involved;

- Ring 000 for Fire Brigade, Police or Ambulance as required, and then the Volunteer Coordinator/Team Leader- **3399 7755/0418 708 417**
- Ascertain the exact location of the accident, the name and numbers of Insurance Companies of all parties involved and the names and numbers of any Police Officers in attendance; and
- Under no circumstances is liability for the accident to be expressed in any form.

Vehicle breakdowns

If a volunteer's vehicle breaks down while with a client, volunteers should:

- Secure the vehicle and the client, and any property necessary;
- Ring the Volunteer Coordinator/Team Leader to notify them of the situation;
- Remain with the vehicle until it is repaired, or
- Until other arrangements are made to transport the clients.

Transporting clients

Volunteers are asked to be aware of the health and safety issues of the clients when planning an activity out of their home environment, and when transporting the client in cars. Volunteers transporting clients must obey all conditions pertaining to the use of Disabled Parking Permits. Consideration should be given to:

- **Client's comfort**

Volunteers are asked to treat clients with patience, courtesy and respect. Volunteers should be mindful of conditions that affect the comfort of clients and may need to adjust the air-conditioning vents, or provide a cushion for someone's back.

- **Client's safety**

Drivers must ensure that wheelchairs, walkers and other objects are stored away safely and securely. Volunteers should be alert for walking sticks or other objects protruding onto the seating of the car, or into the aisle on the bus. Animals should not be carried in cars when travelling with clients.

Seat belts

Seat Belts should be adjusted to fit each client firmly but comfortably, again bearing in mind any medical conditions involved. The decision to wear a seat belt is the responsibility of the client. For the optimum safety of all concerned it is better to encourage the client to do so.

Clients with a Pacemaker are not required to wear a seat belt. If this is the case, the client will need to carry a letter from a medical doctor exempting this practice.

- **Transfers**

Consideration should be given to the client's medical condition when assisting them in and out of the car. Volunteers must have awareness of appropriate seating arrangements for clients, allowing them to do as much for themselves as able.

Emergency procedures

All CLP volunteers are requested to have an ongoing working knowledge of emergency procedures. These are:

- **During Office hours: 9:00a.m. – 3.00p.m. Monday to Friday**

In a serious emergency volunteers are asked to:

1. Telephone 000 and ask for Police, Ambulance or Fire Brigade as appropriate.
2. Answer all the questions that are asked, giving the full address and clear directions on the location. Do not hang up until told to do so.
3. Wait with the Client until the ambulance arrives. If it is necessary for the client to go to hospital, ask the ambulance officers what hospital they are taking the Client.
4. Telephone the Balmoral Uniting Community Centre on **33997755** and advise the Volunteer Coordinator, HACC Coordinator or Manager- **4018 708 417**.
5. When reporting, outline what has been seen, what happened, what action was taken and the outcome.

Out of Office Hours Emergency Procedures

If a Volunteer is visiting a client out of office hours e.g. Saturday/Sunday or evenings etc. the following emergency procedures will apply:

1. In a serious emergency telephone 000 and ask for Police, Ambulance or Fire Brigade as appropriate.
2. Answer all the questions that are asked and give the full address and clear directions on the location. Do not hang up until told to do so.
3. Wait with the client until the ambulance arrives. If it is necessary for the client to be taken to hospital, the volunteer must ask the ambulance officers which hospital they are taking the client.
4. Telephone next of kin – this information is given by the Volunteer Coordinator/Team Leader at the commencement of visits with clients. Volunteers are asked to keep this information handy during visits.

5. Following contact with the next of kin, telephone the Balmoral Uniting Community Centre Emergency and speak to the Manager **0418 708 417**.
6. As soon as possible after this event, complete a written report at the Centre.

The after Hours Balmoral Uniting Community Centre Emergency Number is:-
0418 708 417

Other Situations:

If a volunteer is visiting and the client does not answer the door:

1. Check all entrances to the house.
2. Check to see if the neighbours are home and if they know of the client's whereabouts, or if they have seen the client recently.
3. Contact the Volunteer Coordinator/Team Leader or HACC Coordinator as soon as possible.
4. Do not break into the house. This is the job of the Police, and we are not allowed to do this under any circumstances.

If a Client has a fall:

1. Keep calm.
2. Do not attempt to lift the client.
3. Reassure the client that help is coming.
4. Make the client as comfortable as possible if conscious.
5. Ring the Ambulance – dial 000
6. Contact Volunteer Coordinator or HACC Officer as soon as possible.

If a Client becomes ill during a visit, or is ill when the volunteer arrives eg: Suffering severe chest pain, is unconscious, has severe bleeding, fitting or convulsing:

1. Keep calm.
2. Ring for an Ambulance – Dial 000
3. Give all the necessary details.

4. Wait with the client until the Ambulance arrives.
5. Contact Volunteer Coordinator or HACC Officer as soon as possible.

Please remember:

If the client is unable to help him or herself, the Duty of Care of the volunteer is to call for help. The out of Hours Emergency Contact Number for the Balmoral Uniting Community Centre is **0418 708 417**. All the above examples, and others requiring additional assistance must be written in an official report, and handed to the Volunteer Coordinator immediately following the conclusion of the incident.

If a person is found dead in their home or dies in transit

This only refers to volunteers if they are present at the time the death occurs, or are involved in finding a body. Volunteers are not allowed to break into a client's home: That is the role of the Police.

In the event of death:

- Notify the Volunteer Coordinator immediately, who will then advise what action is needed.
- If the death occurred while in transit, remove other clients from the scene and provide support as required. Staff and volunteers are not to enter into the "laying out" of the deceased, however volunteers may consider positioning the body and giving consideration to the appearance of the deceased, and the feelings of the other clients and carer/s present.

Death in suspicious circumstances:

- In addition to the procedures above, if volunteers are suspicious of circumstances of the death or there are unsafe circumstances, take necessary courses of action to ensure your safety such as turning off gas or electricity.
- Do not disturb the body or the immediate environment.
- If there is a potential threat to the volunteer by staying with the deceased, the volunteer must leave the scene and call the Volunteer Coordinator from a place of safety.

Planning your CLP visit

In relationships with family and friends we don't usually consider setting and achieving goals. The reason for this is the lack of need and the relaxed nature of developing relationships with people we choose to associate with or those who are permanently part

of our lives. When volunteering in CLP our relationships with clients are more formal and have a specific direction. In other words, there are reasons and purposes behind our contact and relationship with clients.

In our volunteer work with BUCC's CLP, volunteers need to consider what their reasons and purposes for volunteering are. Volunteers should ask themselves why they are volunteering, what they are prepared to invest in the role, and the role they have in the organisation and the lives of clients. These questions will assist in identifying goals volunteers have for volunteering.

Additionally, volunteers should work closely with the Volunteer Coordinator to establish goals when working with individual clients and deciding upon the process in achieving these goals.

The below information will assist in establishing goals, methods and techniques in achieving goals for clients the organisation.

Definition of terms

- **Long term (12 months) goals**

Long-term goals are related to the reasons people become clients of BUCC activities. They are designed to increase quality of life and increase social and recreational activities and community access. These goals have been spoken about and agreed upon when the client first joins the CLP.

- **Medium term (6 months)**

These are smaller steps designed to achieve long-term goals. Persons involved in identifying medium-term goals are the client, the Volunteer Coordinator/Team Leader and the volunteer. Some questions asked when choosing medium-term goals are: what needs to be considered? How quick can these goals be achieved? What are the inhibitors to achieving goals and how can these be addressed? How do we assess goal achievement and who will do it? What happens after goals are achieved?

- **Short term (each visit)**

Short-term goals make up each CLP visit. Aspects of short-term goals are:

- Assessment of goal achievement from the last visit.
- Introduction of current goal.
- Content or activity towards goal achievement.
- Closure of visit
- Assessment of visit.

Goal setting

What is goal setting within CLP?

Within any professional role predicted goals provide overall direction and movement. It is the assessment of the achievement of these goals that can indicate if goals are realistic,

how well the program is working, if client needs are being met, and the efficiency of staff.

In CLP the client, the Volunteer Coordinator/Team Leader and the volunteer agree upon goals. These goals are long (12 months) to medium (6 months) term, depending upon the client and their needs. Goals are aimed at supporting clients in accessing the community, increasing social interaction, and involvement in small groups. The agreed goals are as individual as the clients and volunteers involved in achieving them.

The role of the Volunteer Coordinator/Team Leader is central in establishing and monitoring each client's goal.

Why is goal setting important?

Goals provide direction and motivation, and therefore cannot be neglected in the CLP.

Agreed goals provide an overall picture of what people want to achieve as well as identifying small steps to achieving main goals. These smaller steps become mini goals in themselves and are used as stepping-stones and assessment toward achieving the longer-term goals.

Goals help people achieve what they want or need out of life. Without goals we aim at nothing and achieve nothing.

Who benefits from goal setting?

When appropriate goals are set all parties benefit from their achievement: clients and their families, volunteers, the organisation, and the community at large.

Achieving goals provide satisfaction and fulfilment for those involved. Achievement also increases self-esteem and a feeling of wellbeing by persons involved.

What does the client want to achieve?

Goals clients want to achieve are extremely diverse. Some goals may be visiting shopping centres or community groups. Depending on the client's personal status, they may be extremely restricted in achieving some goals realistically.

The Volunteer Coordinator/Team Leader will discuss with clients achievable goals. Once these have been agreed upon the Volunteer Coordinator/Team Leader will discuss these goals with volunteers and suggest ways of achieving these nominated goals.

What do I want to achieve?

During the initial interview when joining CLP, volunteers are asked to identify their skills, interests and hobbies. This information will assist in matching volunteers with clients and will also be used for designing short (each visit) and medium to long-term goals.

In agreement with the Volunteer Coordinator, clients' goals will be discussed so as to meet the needs of volunteers.

Assistance with goal setting and achievement

Goal setting is important in the CLP. The Volunteer Coordinator/Team Leader will resource volunteers with ideas, suggestions of materials, confirmation that steps to achieving goals are within the Policies and Procedures of the Balmoral Uniting Community Centre, and other avenues available for volunteers.

Volunteers are encouraged to speak with the Volunteer Coordinator when considering goals and planning for their achievement.

Process of goal achievement

A number of steps have been identified in managing the process of goal achievement. Some of these are:

- Discussion with Volunteer Coordinator/Team Leader. Volunteers must discuss clients' goals with the Volunteer Coordinator/Team Leader. The Volunteer Coordinator/Team Leader has a profile of clients, including their history, likes and interests, hobbies and goals. Speaking to the Volunteer Coordinator will assist in identifying goals and choosing steps in achieving them.
- Agreement with client. The aim of goal setting is meeting the needs of clients. Therefore, it is essential clients have input and agreement to goals volunteers are working toward.

The Volunteer Coordinator/Team Leader discusses goal setting extensively with clients. The Volunteer Co-ordinator/Team Leader will outline client goals to volunteers and explain why certain goals have been chosen.

- Commitment to achieve goals within limits: time, money, personal involvement, realistic outcomes, health, etc. Volunteers are requested to commit themselves to achieving clients' goals within reasonable and agreed limits. If these limits need to be extended for reason of achieving goals, the volunteer must consult with the Volunteer Coordinator/Team Leader.
- Resources for achieving goals: libraries, craft shops, community services, social contacts/facilities etc. The Volunteer Coordinator/Team Leader can assist volunteers in accessing resources needed for achieving goals.
- Documenting goal setting and achievement: Task Agreement (?)

How to set goals

Goal setting is about:

- Communicating with clients who are wanting to achieve identified behaviours or activities;
- Planning carefully and thoughtfully with the Volunteer Co-ordinator/Team Leader as to the length of time and steps crucial to goal achievement;
- Confirmation of process with the Volunteer Co-ordinator/Team Leader and client;
- Regular assessment to ensure smaller goals are leading toward the overall goal achievement;
- Identification of positive outcomes of achieving goals: and
- Motivation and commitment toward achieving goals.

Long term (12 months)

The Volunteer Coordinator/Team Leader will speak with the client at their first meeting in person or phone. At this meeting/phone goals will be identified and limits to achieving goals discussed. These goals will be documented and used in the selection of a volunteer to work with the client.

During the volunteer interview, the Volunteer Coordinator/Team Leader will speak of the identified goals and inform the volunteer of ways to achieve these goals.

Identification of long-term goals is primarily the responsibility of the Volunteer Coordinator.

Medium term (6 months)

Medium-term goals are designed to assist in achieving long-term goals. The medium-term goals are assessed and reassessed to ensure that long-term goals remain the same and that progress toward them is being achieved.

The Volunteer Coordinator/Team Leader and the volunteer agree upon medium-term goals. Communication towards achieving medium-term goals is crucial and follow-up discussions will assist this process.

Short term (each visit)

Each time a volunteer visits a client they should be working toward a short-term goal, which leads to the achievement of medium and long-term goals. These goals consist of:

- Consideration of the medium and long-term goals;
- Careful planning for each visit before the agreed time;
- Using suitable resources available to achieve the goal of each visit;
- Assessing if a chosen goal is appropriate for that specific visit;
- Remaining creative and flexible while focussing on medium and long-term goals

- Assess if goals have been achieved, and when the visit is complete, how it could have been more effective;
- Planning for next visit based on last visit.

Considerations when planning a visit

Every short-term visit should include:

- **An introduction.** This could include discussion on the last visit and what was achieved, appreciated, could have been changed, and what could be repeated. The introduction will also include an outline of what is planned for current visit and if that is acceptable with the client.

What could this look like?

Upon arrival the volunteer asks:

“Hello Mrs. ????, last week we did ???????. You seemed to enjoy this and I was wondering how you felt about it after I left?”

“Do you think we could have done something different for you to get greater enjoyment from our time together?”

“I enjoyed our last visit also and thought that we might be able to do it again. What do you think about that?”

“Today I gave thought to the comment you made last time about liking music and have brought some old time music with me. Would you like me to play some of these CDs today? If this were acceptable to you, we could organise to do this once a month. What do you think?”

- **Content.** The content of a visit is what is actually done and designed for goal achievement. In the illustration above, the content would be listening to music together and reminiscing on childhood or happy memories.

The combination of the two is important: the activity and communication coming from it. Why is this important? It focuses on the individual and their experiences, their values, their uniqueness. It also allows volunteers to understand the client more intimately, creating trust and honesty between the two people involved in achievement of goals.

- **Closure.** When coming to the conclusion of a visit, it is important to indicate that the end is coming and gain insight into the achievement of goals during the current visit. Closure is about saying to the client that it is time to leave and planning toward the next visit.

What could this look like?

“Mrs ?, in 5 minutes time I have to leave.”

“How did you feel about today and what we did together?”

“How has this been of interest (or enjoyment) to you?”

“Would you like us to do it again or are there other things you would like to do?”

“Is there something we did today you wouldn’t like to do again?”

Goal setting is important. Goals provide direction and help in the planning of programs and strategies. When considering goals thought needs to be given to their appropriateness, the ability to realistically achieve them, any limits to achieving them, and all the benefits experienced in achieving them.

All volunteers are encouraged to speak with the Volunteer Coordinator/Team Leader about goals for clients and resources available to them. An agreement must be reached between the clients the Volunteer Coordinator/Team Leader and the volunteers before agreed goals are written into Task Agreement.

The success of goal setting is communication. That is, communication before the process, during the process and with issues related to achievement of goals. The Volunteer Coordinator/Team Leader is the mediator between the client and the volunteer, and the client and the organisation and, therefore, is prepared to assist in any and every area of achieving client goals.

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