

## Chapter One – Appendix E – Volunteer Job Agreement

### (EXAMPLE – VOLUNTEER JOB DESCRIPTION) (AAA/LOGO)

JOB TITLE: VOLUNTEER BENEFITS COUNSELOR

OBJECTIVE: Complete 25-hour training program, attain level I certification, and provide HICAP services to individuals who are 60 years of age or older, or who are eligible for Medicare regardless of age.

SCHEDULE: Minimum of 2-4 hours of counseling services per week.

GENERAL DUTIES:  
Provide counseling and advocacy for clients in the areas of benefits and entitlements.  
Provide confidential advocacy and counseling services.  
Assist clients in understanding and accessing public/private benefits.  
Respect and protect the privacy and confidentiality of client information.  
Be sensitive to client's social and emotional needs.

SPECIFIC DUTIES:  
Provide 2-4 hours per week of outreach and counseling services.  
Practice effective communication techniques.  
Provide appropriate feedback to supervising staff through monthly reports. Reports are a program requirement.  
Attend in-services and mandatory meetings to share activity experiences, recruitment techniques and maintain updated resource materials.

TRAINING:  
Training is a 25-hour course that will cover various topics. Please refer to the description of these topics in Chapter 2.

CONFIDENTIALITY:  
All client information is confidential and not shared with anyone outside the volunteer program without client consent. Violation of confidentiality procedures will be grounds for dismissal.

ABILITIES:  
Volunteers must be able to work independently and know when to ask for assistance. Volunteers will demonstrate qualities associated with problem solving, patience and persistence, and work well with individuals, families and groups. Volunteers must demonstrate the ability to document and maintain accurate reports and submit reports in a timely manner.

CONFLICT OF INTEREST:  
Volunteers with a conflict of interest are not potential candidates for this volunteer program.