

# CSRS Assisted Shopping Volunteer Job Description

## Section I – Position Information

**Position Title:** Assisted Shopping Volunteer

**Purpose:** To help CSRS clients remain independent and in their own homes as long as possible by escorting them on shopping excursions and assisting with purchasing and putting away of items.

## Section II – Duties and Responsibilities

- Be punctual and dependable in picking up the senior client at the scheduled time.
- Accompany the senior client to the store.
- Stay with and assist the senior during the shopping trip.
- Unpack and put away purchases upon returning to the senior's home.
- Maintain confidentiality regarding client information.
- Complete regular vehicle maintenance to ensure safety of clients - seat belts **must** be available.
- Provide CSRS with annual updates on vehicle insurance policy and registration.
- Record and submit your hours to the Volunteer Coordinator every three months.
- Follow CSRS emergency procedures as outlined in the CSRS Volunteer Manual.
- Immediately report incidences, accidents or concerns to the CSRS Volunteer Coordinator.
- Inform CSRS of any changes in address or phone number.
- Read the CSRS Volunteer Manual and become familiar with the services offered by the agency.

## Section III – Time Requirement

- Minimum of two hours once every two weeks for one year.

## Section IV – Skills and Qualifications

- Patience & a sense of humor ☺
- Physically able to lift items off shelves, push a cart and carry bags.
- No health conditions that may impair ability to drive safely (vision, hearing, perception, reflexes).
- A valid driver's license and a minimum of two million dollar liability insurance.
- Safe driving record.
- Able to relate to seniors - patient, empathetic and good listening and communication skills.
- Access to a vehicle that is roadworthy, reliable and suitable for transporting seniors.

## Section V – Orientation and Training

- Volunteers are required to complete the CSRS virtual orientation. This may be done at your convenience. It takes approximately 30 minutes and is available on our website at [www.calgaryseniors.org](http://www.calgaryseniors.org). Hard/CD copies are available for those without internet access upon request.
- Volunteers are required to attend a general volunteer training session. During this session, volunteers will receive a copy of the Volunteer Manual and will participate in a guided overview of the contents. Individuals will also have an opportunity to ask questions and meet other CSRS volunteers.
- The CSRS Volunteer Coordinator will provide position specific training on the job.
- CSRS will endeavor to provide ongoing training and educational enhancements throughout the year.

## Section VI – Reimbursement

- CSRS does not reimburse expenses incurred while volunteering as an Assisted Shopping Volunteer.
- Volunteers and clients are strongly encouraged to pay for themselves during outings. Please refer to Acceptance of Gifts (Section V.I. of the Volunteer Manual) or contact the Volunteer Team Leader for clarification.

## Section VII – Supervision

- Volunteers will be supervised by the Volunteer Coordinator & concerns should be directed accordingly.
- Changes in personal information should be brought to the attention of the CSRS Receptionist, as well as the Volunteer Coordinator.
- Opportunities to give feedback on the program will be provided by the Volunteer Manager. Questions or concerns regarding program management should be brought to the attention of either the Volunteer Manager or the Executive Director.

## Section VIII – Screening

CSRS assigns each volunteer job position a rating based on our risk continuum. This scale has five increasingly rigorous levels of screening and supervision that correspond to the risk associated with a specific volunteer position. The Assisted Shopping volunteer position requires the highest level of screening possible because volunteers are unsupervised and transporting clients in their own vehicles. Volunteers must successfully complete the following:

- Application
- Interview
- Reference Check
- Police Security Clearance Check
- Provide a Driver’s Abstract
- Provide Proof of Two Million Dollar Liability Insurance

## Section IX – Benefits

- Meet a new friend.
- Gain new experiences – learn, share, grow.
- Give back to your community.
- Improve communication skills.
- Have fun!

## Section X – Other

- The time and day of shopping trips will be determined directly by the volunteer and the senior.
- **Volunteers are required to call their senior match within 24-48 hours of receiving client contact information from CSRS to schedule first shopping appointment.**
- All volunteers are required to abide by the conduct guidelines outlined in the CSRS Volunteer Manual.
- Cell phones are not to be used while driving. Volunteers must pull over to the side of the road and park if they wish to use a cell phone.

## Agreement/Approval

\_\_\_\_\_

Date

\_\_\_\_\_

Signature of Volunteer

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Volunteer Name (Please Print)

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Signature of Witness