

## Role Description

**Title:** Volunteer Driver

**Reports to:** Volunteer Coordinator

The Driver role is to ensure that all clients (older frail people and people with disabilities) are transported safely and securely to and from designated venues and activities. This role often works in conjunction with the Volunteer Jockey role.

### ***Responsibilities & Tasks:***

- ❖ To drive clients safely to and from a venue as specified.
- ❖ To collect clients from and return clients to their homes.
- ❖ To assist/support/supervise passengers on and off the vehicle.
- ❖ To be patient and understanding to clients' needs and abilities.
- ❖ To encourage and assist passengers to remain seated and fasten seat belts.
- ❖ To ensure that aids and other equipment items are safely stored in the luggage area of the vehicle.
- ❖ To observe all road rules and speed limits.
- ❖ To report to Gateway staff as soon as possible for assistance in any:
  - Incident or emergency
  - Passenger concerns or difficulties
- ❖ To follow all procedures including:
  - Collection and return of program bag, including keys.
  - Completion of all relevant documentation eg: transport sheets
  - Refuelling of vehicle on completion of the day.
  - Garaging the vehicle within the designated enclosure.
  - Securing / locking the enclosure if necessary.
  - To enter details of mileage etc in vehicle log book.
  - To record any incident/accident.
- ❖ As a team member, if the driver remains in a program for the duration of the day, it is requested that they provide activity support and assistance to clients as part of their role (see Group Activity Support position description).

- ❖ Uphold 'Duty of Care' principles at all times.
- ❖ Maintain privacy and confidentiality relating to personal details of Gateway clients.

***Skills & Abilities:***

- ❖ Confident and experienced driving ability with emphasis on safety and duty of care.
- ❖ Effective communication skills, particularly listening.
- ❖ Physical ability to assist client in walking, getting in and out of wheelchair (if required), getting in and out of vehicle (if required)
- ❖ Understanding of and respect for difference (cultural, religious, generational, disability etc).
- ❖ Decision making and problem solving skills.
- ❖ Ability to demonstrate initiative and work as part of a team.