

## Role Description

**Title:** Volunteer Jockey

**Reports to:** Volunteer Coordinator

The Jockey role is to support the Driver in ensuring that all clients (older frail people and people with disabilities) are transported safely and securely to and from designated venues and activities.

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

- ❖ To provide directions and support to the Community Driver when collecting clients from and returning 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 report to Gateway staff as soon as possible for assistance in any:
  - Incident or emergency
  - Passenger concerns or difficulties
- ❖ Completion of all relevant documentation eg: transport sheets etc.
- ❖ As a team member, if the Jockey 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:***

- ❖ Effective communication skills, particularly listening and reading written instructions.
- ❖ 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.