

Volunteer role description

Transport Driver

Department	Social Inclusion /Home Support Program
Availability	Minimum commitment required is one day a week, fortnightly or on call basis
Location	Adelaide Metropolitan area
Category	Working in our Services and Programs

Building an inclusive, diverse and active humanitarian movement based on voluntary service

Role purpose

To transport and support clients who are experiencing vulnerability or are socially isolated to attend medical appointments, allied health consultations and social engagements. Volunteers will ensure a safe, courteous and respectful on-board client experience keeping in mind their health, wellbeing, cultural background, life experiences and social connection.

The purpose of the Home Support Program is to strengthen people's capacity to participate in community life, maintain or regain independence and stay living in their own home for longer.

Role responsibilities

- Drive Red Cross vehicles consistently with the SA road traffic Code and follow up Work Health and Safety requirements
- Respect the privacy, rights and dignity of clients and maintain confidentiality with respect to information obtain during the delivery of the service
- Pick up and transport clients to their appointment in accordance with the daily electronic schedule
- Interpret road maps, use electronic navigation devices and navigate pre-determine routes
- Use transport communication systems including smart phones and tablets, maintaining electronic log of activities, including odometer readings, collecting trip fees from clients and issuing receipts
- Assist clients with any bags or lightweight aides (such as walking sticks, frames, crutches, etc.)
- Report any incidents, concerns or issues related to the ability to deliver the service as well as any concerns relating to clients in accordance with the Red Cross Policies
- Carry out regular basic vehicle inspections as well as re-fuelling, and inform staff of any issues
- Maintain the presentation and cleanliness of the interior and exterior of the vehicle

Knowledge, skills and experience

- Excellent driving record and demonstrated knowledge and understanding of Road Traffic Regulations
- Ability to read maps and street directory
- Ability to use technology (e.g. tablets, smartphones, GPS) to navigate and deliver scheduled trips
- Ability to communicate effectively and empathetically with a broad range of people including the elderly, disabled, disadvantaged, socially isolated and culturally diverse clients
- Ability to work autonomously and as part of a team
- Relevant qualification, skills or experience in working in customer service, aged care or clients with disabilities (desirable)
- Fluent in another language other than English (desirable)
- Have a current Applied First Aid Certificate (desirable)

Check requirements

- Current full Australian Drivers License
- A National Criminal History Check prior to commencement and renewed every three years -Red Cross to arrange
- Medical Certificate

Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction and , 2 days on the job program training and ongoing training as required
- Attend scheduled volunteer meetings, a minimum of two per year

General conditions

We always act in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of Conduct

We are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirements

We comply with the Red Cross Workplace Health and Safety management system

We demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way

In all activities, our volunteers are guided by the Fundamental Principles of the Red Cross and Red Crescent Movement

Humanity

Impartiality

Neutrality

Independence

Voluntary Service

Unity

Universality
