Volunteer role description

Volunteer – Transport

Department	**Social Inclusion – Commonwealth Home Support (CHPS)**
Availability	Volunteers are rostered according to their availability and service demand
Location	This role is located at various locations – Port Augusta, Whyalla, Port Pirie, Leigh Creek, Ceduna, Port Lincoln, Cleve, Kimba, Tumby Bay, Coober Pedy, Riverland, Mount Gambier Peterborough, Copper Coast, Clare and Adelaide
Category	Working in our Services and Programs

Enabling social inclusion – Advance inclusion through relationships and participation and to overcome deep social isolation

Role purpose

Having good social connections are essential for all aspects of health, especially as we age.

Red Cross supports older people who live alone or who have few social connections, people with a disability and people recovering from mental illness to help improve their wellbeing. The service places particular emphasis on providing a service dedicated to increasing social connectedness within the community thus ensuring participants are able to access personal, social or community functions.

Red Cross provides a door to door transport service for people who are elderly or have a disability and have no means of transport to non-urgent medical appointments or social outings.

Role responsibilities

Drive passenger vehicle – (not applicable to all roles)

- Drive vehicle consistent with the SA Road Traffic Code
- Pick up and transport participants to their appointments in accordance with the daily schedule

Provide customer service

- Ensure a safe, courteous and respectful vehicle transportation
- Assist participants with lightweight mobility aides (such as walking sticks, frames, crutches etc)
- Collect trip fees or donations from participants and issue receipts
- Maintain participant confidentiality, dignity and privacy at all times

Communicate with base

- Report any concerns or issues, at the same time , protecting the clients privacy
- Use transport communication systems including an office or your own mobile phone and blue tooth
- Adhere at all times to the trip schedule provided
- Record and maintain a log book

Maintain vehicle

- Inspect vehicle prior to commencing each trip
- Maintain the presentation and cleanliness of the vehicle

- Ensure there is no smoking or food consumed in the vehicle

Knowledge, skills and experience

- Excellent driving record and understanding of Road Traffic Regulations ***(essential for driver roles)***
- Able to demonstrate empathy for the mature, aged, frail, disadvantaged and socially isolated clients
- At ease working independently or as part of a team to share the workload
- Ability to read and use maps, street directory's or GPS navigation equipment
- Basic administration skills and knowledge of Microsoft Office including email
- Ability to understand schedules and coordinate appointments

Check requirements

- Current SA drivers license or equivalent ***(not applicable to all roles)***
- A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
- DCSI checks maybe required for some positions (Red Cross will arrange this)
- Driving tests and or Medical assessments as required (Red Cross will arrange this)

Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required
- Attend scheduled volunteer meetings, a minimum of two per year

General conditions

- We act always 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
- We may be required to assist the organisation on occasion, in times of national, state or local emergencies or major disasters

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