Australian Red Cross
THE POWER OF HUMANITY

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Transport Volunteer Driver / Companion	Department	Social Inclusion Programs
Location	Various – Tumby Bay	Direct/Indirect Reports	Nil
Reports to	Regional Area Coordinator	Date Revised	June 2017

■ Position Level Descriptor

An individual at the Team Member level is accountable for their own performance and contributes to team performance. People at the Team Member level do not have any people reporting to them on a day to day basis.

■ Position Summary

The volunteer driver is responsible for the safe and courteous vehicle transportation of people who are socially isolated or transport disadvantaged and have no access to other means of transport. 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.

CPN Volunteer drivers are accredited by DTEI and required to pass a police check, medical and drivers assessment as part of the VDAP (Volunteers Drivers Accreditation Program) process together with mandatory Australian Red Cross training. Volunteers participate in VDAP re-accreditation every six years during service. Volunteers participate in ongoing volunteer training and activities as required.

Volunteer Drivers follow a daily appointments schedule and maintain communications with the regional office, keep records, maintain the vehicle and may be required to take trip donations from participants.

■ Position Responsibilities

Key Responsibilities

Drive passenger vehicle

- Drive vehicle consistent with the SA Road Traffic Code
- Interpret road maps and navigate pre-determined routes
- Pick up and transport participants to their appointments in accordance with the daily schedule
- Follow WHS procedures

Provide customer service

- Ensure a safe, courteous and respectful on-board participant and working environment
- 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
- Service delivery to be undertaken in accordance with Operational Red Cross Policies and Procedures

Communicate with base

- Report any concerns or issues related to ability to deliver service as well as any concerns relating to participants in accordance with information sharing guidelines
- Use supplied transport communication system including mobile phone and blue tooth

Maintain records

- Record and maintain log of activities including distance travelled, fees and donations

Maintain vehicle

- Inspect vehicles prior to commencing driving
- Maintain the presentation and cleanliness of the vehicle
- Ensure there is no food consumed in the vehicle
- Ensure vehicle is operating safely, properly and is refuelled

■ Position Selection Criteria

Technical Competencies

Essential:

- Excellent driving record and demonstrated knowledge and understanding of Road Traffic Regulations
- An understanding of the issues faced by those experiencing long term, chronic illness & disability, social isolation and related barriers to achieving and maintaining quality of life.
- Able to demonstrate empathy for people who are frail, aged, disabled and/or disadvantaged.
- Demonstrate strong interpersonal and communication skills with a broad range of people.
- Proving capacity to work autonomously and within a team.
- Ability to read and use maps, street directory's or GPS navigation equipment
- Ability to understand schedules and coordinate appointments

Qualifications/Licenses

- Current SA driver's license or equivalent.
- A Working with Children check may be required for this role.

Behavioral Capabilities

(Please select **3-5** of the following capability areas)

- **MODEL | Demonstrate Care and Commitment | Demonstrates the Seven Fundamental Principles of the Red Cross Movement: Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity and Universality**

  *A*ctively demonstrates behaviours consistent with Red Cross Fundamental Principles | Assists others within the framework of Red Cross goals and Fundamental Principles | Shares skills and encourages participants to learn | Acts as a practical resource to vulnerable people | Identifies and addresses needs, issues and concerns of participants | Consistently demonstrates behaviours in accordance with the Red Cross Code of Conduct

- **MODEL | Value Diversity | Promotes respect for diversity and human dignity**

  Appreciates the diversity of Red Cross's people and participants | Considers the impact of words and behaviour when interacting with others | Is sensitive to others feelings | Listens to and acknowledges others thoughts and feelings

- **LEAD | Manage Performance | Sets clear goals and expectations and is accountable for outcomes and behaviour**

  Demonstrates a clear understanding of own role and the performance standards expected | Sets high personal standards | Sets clearly defined objectives for own role

- **COLLABORATE | Engage and Influence others | Demonstrates appropriate engaging and influencing skills aligned with Red Cross objectives**

  Establishes contact with others in response to specific needs | Builds relationships with external parties as required | Presents a point of view in a constructive and objective manner | Makes a strong positive personal impression on others

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
  Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 3 years thereafter
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters