Volunteer Driver Client Transport

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| **Department** | **Transport Program** |
| **Availability** | **At least one full day per month or as many as volunteer requires** |
| **Location** | **Various** |
| **Category** | Contributing to our operational work |
| **Building an inclusive, diverse and active humanitarian movement based on voluntary service** |
| **Role purpose** The volunteer driver is responsible for the safe and courteous vehicle transportation of frail aged and/or disabled 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. |
| **Role responsibilities*** Driving a Red Cross Transport vehicle, pick up and transport clients to their appointments in accordance with a daily run schedule
* Provide customer service – ensure a safe and courteous on-board environment; maintain confidentiality; Assist clients with lightweight walking aids (walking sticks, frames, crutches, etc)
* Communicate with base -report any concerns or issues related to ability to deliver service, or any concerns regarding the client in accordance with information sharing guidelines
* Record and maintain a log of activities including distance travelled, fees and donations
* Maintain cleanliness and presentation of the vehicle and ensure the vehicle is refuelled at the end of the day, and is operating safely
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| **Knowledge, skills and experience*** Full drivers licence and understanding of road traffic rules
* Show empathy for the mature aged, disadvantaged and socially isolated clients
* Ability to use vehicle GPS navigation system and blue tooth mobile phone equipment
* Ability to understand schedules and coordinate appointments
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| **Check requirements*** A National Criminal History Check prior to commencement and renewed every three years (Red Cross will arrange this)
* Current Drivers licence
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| **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
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| **General conditions***(Delete help text before publishing: These are organisational requirements and not to be edited)*We act always in accordance with the Australian Red Cross Code of Conduct and Child Protection Code of ConductWe are a Child Safe organisation and all volunteers are required to comply with relevant State and Territory legislation requirementsWe comply with the Red Cross Workplace Health and Safety management systemWe demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful wayWe 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** |