

Volunteer role description



Red Cross acknowledges
the Traditional Owners
of this land, their ancestors
and Elders, past and present.

the
power of
humanity



Volunteer Wheelchair Access Vehicle Driver/ Support Officer

Department	Social Inclusion
Availability	Monday to Sunday
Location	Riverland
Category	Working in our Services and Programs Contributing to our operational work

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

Role purpose

To transport wheelchair bound clients in a Red Cross vehicle who are unable to drive or access public transport due to mobility or health restrictions, across the Berri/ Barmera, Loxton/ Waikerie and Renmark/ Paringa Council area, to medical and allied health appointments and social engagements, in a safe, timely and courteous manner.

To help with shopping grabbing objects of the higher shelves where the client cannot reach. Retrieving their bags and helping get their shopping into their home.

The Client Transport Support Officer is also responsible for the provision of information and referrals to clients on appropriate services in the community, with the aim to maintain their independence and increase social connectedness.

Role responsibilities

- Transport clients to and from appointments, ensuring they arrive in a timely manner
- Ensuring at all times, that an approach of wellness and reablement is adopted when dealing with all Red Cross clients, to enable clients to move towards their individual goals that they have set as part of their approved service plans
- Ensure the safe transportation of wheelchair bound clients, taking into account any individual requirements
- Ensure the vehicle is clean and road worthy at all times
- Provide information to clients on available and appropriate services within the community
- Maintain accurate records and data collection
- Build relationships with clients to enable the provision of information on their current and possible future service requirements
- Promote a proactive approach to the management of Workplace Health and Safety (WHS) issues and ensure implementation of the Red Cross WHS plan/strategy
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client, employee, volunteer and management issues, grievances, complaints and recommendations

Knowledge, skills and experience

- Excellent driving record, a sound knowledge and understanding of Road Traffic Regulations
- Proven highly developed organisational and time management skills
- Excellent navigational skills with demonstrated ability to interpret maps, GPS devices and understand daily trip schedules using a tablet
- Highly developed communication and interpersonal skills and the ability to liaise with people from a wide range of backgrounds including those that are aged, frail or living with a disability
- Ability to work in a fast paced environment with a calm and measured approach

Check requirements

- A National Criminal History Check prior to commencement and renewed every five years (Red Cross will arrange this)
- Working with Children's Check relevant to your state / territory location
- Current unencumbered Australian driver's license
- Current Senior First Aid Certificate
- Certificate III in Non-Emergency Client Transport (desirable)
- Mental Health First Aid Certificate (desirable)

Learning and development

- Complete Red Cross online learning modules as required
- Attend Red Cross Volunteer Induction, Program Training and ongoing training as required

General conditions

We act always in accordance with the Australian Red Cross Ethical Framework 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
