



## Role Description for Voluntary Driver

Title: Voluntary Driver

Responsible to: The Voluntary General Manager

Responsible for:

Providing door-to-door car transport for people who find it difficult to cope with public transport, who live within the Parish of Shinfield or the Swallowfield Medical Practice catchment area.

### Key Activities:

- Transporting passengers from their home to & from medical destinations and waiting for them for around thirty to forty minutes if required.
- Helping to put passengers at ease, listening to them and chatting with them.
- Ensuring passengers are comfortable and wearing seatbelts at all times.
- Taking clients to and from the Swallowfield Medical Practice, Shinfield Surgeries or other local doctors' surgeries, for routine booked appointments.
- Driving clients to and from other appointments of a medical nature, such as to hospitals or clinics, or to a chiropodist, optician, physiotherapist or dentist.
- Waiting with patients in reception areas by mutual agreement.
- Recording and maintaining a driver's log using a simple, customised computer application. This enables re-imbursments to be made by the Treasurer.
- Receiving, recording and handling occasional small cash payments made by some passengers to the Car Service, in accordance with agreed guidelines.
- Carrying out any other activities appropriate to the driver's role, which assists the operation of the Car Service.

### A few 'do's & don'ts'

- You must not discuss any information of a confidential or sensitive nature which you learn because of undertaking this voluntary work, except with other members of the car service team.
- Do not become involved in any medical treatment for the client except to summon help.
- Do not lift or take the weight of the client in any way or try to lift them in and out of your vehicle. (If this level of assistance is required then the client needs to bring along an escort to handle this. Escorts travel free of charge.)
- Don't transfer passengers in and out of wheelchairs. (Again, an escort must assist).
- Do not push a client's wheelchair when the client is sitting in it.
- Only carry a client's portable folding wheelchair in your vehicle if you are willing and able to lift it.
- Please don't smoke in any buildings or vehicles whilst on duty.
- Please don't drink alcohol for at least 12 hours before a journey
- Do please kindly offer a steadying arm to the client if needed, providing you are willing and able to do so. Training is given.

### Health and Safety:

Volunteers are required to comply with Health and Safety at Work. This means that you must always act with due care for your own health and safety and that of others who may be affected by your actions. You shouldn't knowingly do anything (or fail to do something) that puts you or other people at risk.

Updated SMM Oct 24/Office Management/Recruitment



# Shinfield Voluntary Car Service

*Registered Charity Number: 1152423*



## Insurance

All Car Service voluntary workers are covered by SVCS Public Liability and Employers Liability Insurance. In addition, each driver does require fully comprehensive motor insurance and to inform their insurance company that they will be driving in a voluntary capacity.

## Equal Opportunities:

Shinfield Voluntary Car Service promotes equal opportunities for all and welcomes any applicant with the right mix of talent, skills and potential.