



Volunteer Community Transport Driver DriverLinks

Position objective

To provide supported door-to-door transport for people who are frail aged or have a disability, or those who care for them, in a safe, reliable and efficient manner appropriate to the client's needs.

Key responsibilities and duties

The Volunteer Community Transport Driver will need to:

- Be able drive a mini bus transporting no more than 12 people
- Apply and follow the DriverLinks procedures, understanding the role as per the DriverLinks program
- Transport passengers safely, and provide assistance to them as appropriate, ensuring their safety at all times
- Encourage social interaction among vehicle passengers
- Complete transports as scheduled and liaise with the Volunteer Program Coordinator, Community Transport Coordinator and the Volunteer Reception team in relation to any variations or issues that arise during the shift
- Record financial and operational data at end of shift, lodge client donations as required
- Comply with relevant road laws and regulations and general safety standards, including reporting injuries and vehicle damage or malfunction to the SPDL Volunteer Program Coordinator or Transport Coordinator
- Understand that they are responsible to pay any fines while driving for SPDL resulting from them not driving according to the Victorian road rules that are found to apply to them
- Apply SPDL policies and procedures while undertaking the volunteer role, especially in relation to Occupational Health and Safety (OHS) and reporting incidents, Anti-Discrimination and Privacy and Confidentiality policies.
- Be able to apply an active ageing approach to working with older people
- Recognise the ability of a person with a disability and support them to reach their potential
- Behave in an appropriate respectful manner at all times and report any inappropriate behaviour by clients or other drivers to SPDL team members
- Report any genuine concerns in relation to a client's emotional or physical health or situations of elder abuse
- Be aware of SPDL's Employment Assistance Program (EAP) and speak to the Volunteer Program Coordinator or General Manager confidentially should they believe they need personal support

Specialist skills and knowledge

The Volunteer Community Transport Driver will:

- Be provided with training and/or a 1 to 1 outline of the DriverLinks program by the Volunteer Program Coordinator
- Have the ability to establish priorities and use time efficiently
- Be able to communicate with people from diverse backgrounds
- Have the ability to follow a transport schedule and reference road maps
- Maintain a calm manner and communicate concerns in a clear way
- Be reliable and responsible in undertaking the role

Qualifications and experience

The Volunteer Community Transport Driver will:

- Hold a current Victorian drivers licence, with a safe driving history and attitude, successfully complete a safe driving assessment
- Demonstrate an understanding of manual handling techniques and, if appropriate, experience with wheelchair hoists and restraint systems
- Have the ability to respond appropriately and follow guidelines for emergency situations, as detailed in training and in Volunteer kit. Procedures are also kept in glove box of each vehicle.

Conditions of volunteer work

- The position of Community Transport Driver DriverLinks is voluntary
- An allowance of \$5 per half day (4.5 hours) may be made or donated back to SPDL
- Willingness to provide a medical certificate annually, if more than 75 years of age, stating fitness to transport clients
- Willingness to provide a medical certificate stating fitness to transport clients if returning to SPDL after illness
- The volunteer driver will wear identification provided by SPDL when carrying out their duties
- Volunteer Community Transport Drivers should expect regular support and contact from the SPDL Volunteer Program Coordinator
- While driving ensure they have their drivers licence on their person
- Not be under the influence of alcohol, drugs or any substance (including prescription drugs) that could impair their driving ability and put themselves or other people at risk
- Only transport registered SPDL clients

Key selection criteria

The Volunteer Community Transport Driver will:

- Hold a current Victorian Driver's licence and a proven safe driving history
- Have experience in driving a mini bus
- Demonstrate interest in older people and people with a disability
- Have a capacity to provide support and friendship to clients on a professional and ongoing basis
- Have an understanding of OHS, how to apply it in the workplace and report when an incident or near miss occurs in the workplace

- Have the ability to understand SPDL policies and procedures and apply them in the workplace
- A willingness to undergo a criminal records check