**Role:** Program Volunteer - 121 Transport Service

**Reports to:**  Volunteer Coordination Officer

**Purpose:** Wyndham City’s 121 Transport Service offers eligible residents who are frail older adults or people with disabilities transport assistance to medical appointments, shopping and social activities. The Service provides safe and accessible transport.

Volunteers provide transport to organised appointments in a Council vehicle. Volunteers collect a Council vehicle and then proceed to collect the client, usually from home, take them to their appointment, stay with them (optional) and transport them home. Volunteers are provided with a job sheet/pick up list on a weekly basis. This job sheet is returned to the office on a weekly basis.

**Department/Unit overview:** The Aged and Disability Department provides a coordinated entry point for residents seeking aged and disability services and has an integrated approach to information provision, assessment, care management and referral. The unit is the provider of HACC (Home & Community Care) service types within the City of Wyndham. The Aged & Disability Department provides a range of Services to assist older adults and people with disabilities to remain at home and connected to their community.

**Wyndham City:**

**Vision** – Diverse People, One Community, Our Future

**Mission** – We strive to serve the best interests of the Wyndham community by providing quality services; managing growth; and supporting residents to lead healthy, safe, vibrant and productive lives, while protecting our local environment.

**Values** – Integrity, Community Focus, Respect, Commitment, Leadership and Teamwork

**Key Responsibilities and Duties:**

Transporting clients

* Transport clients safely to and from their appointment
* Collect a Council vehicle
* Plan your trip in advance, be familiar with the route and allow extra time for collection of keys and vehicles
* Keep your folder with you at all times (contains job sheet and emergency information)
* Provide assistance getting in and out of vehicles
* Ensure all items are secure in the vehicle (car). Eg walking frames, bags, wheelchairs, oxygen cylinders etc
* Assist each client from door to vehicle
* Report any concerns/hazards or incidences to the Volunteer Coordination Officer
* Report any damage to Council vehicles immediately to the area/department at point of key collection and the Volunteer Coordination Officer. Complete all necessary forms in relation to accidents or damage to Council vehicles.
* Ensure all vehicles have no less than half a tank before returning to their location (usually the Civic Centre)
* Provide Job sheets/rosters to Volunteer Coordination Officer by Wednesday afternoon in preparation for sign off. This could be done via a phone call, email or dropping into the office.
* Attend training as required

**Desired Attributes:**

* Drivers will need to possess a valid Victorian Drivers Licence.
* Drivers will need to be able read a road map and organise the most efficient route to collect clients and transport them to their appointment.
* Knowledge of manual handling (training provided by program).
* Ability to communicate effectively with older adults and people with disabilities.
* Good communication skills.
* An interest in and an ability to communicate effectively with older adults and a person with a disability.
* Ability to work cooperatively in a team environment.
* Ability to undergo regular training whilst engaged in this service.
* Volunteer Drivers will be required to present a Driver History (obtained at Vic Roads) once annually (cost to be reimbursed upon presentation of receipt).

**Length of Appointment:** Volunteers are subject to a probationary period of 3 months. The role is ongoing and will be reviewed annually.

**Police Check:** A police check application will be lodged once a volunteer has been accepted into a program and will be completed every 3 years. There is no cost to the volunteer.

**Working with Children Check:** If you volunteer with children, you will need a current Working with Children Check (WWCC) before you commence your volunteer role.

**Support:** Training will be provided for this role. In addition, the Volunteer Coordination Officer will be available for questions and assistance.

**Dress Code:** Clean and neat clothing and closed footwear.

**Signed: ............................................................................. Date: ..../..../.........**

**Name: .............................................................................**