



CommunityLinks

Senior Transportation Driver Position Description

Position Title: Senior Transportation Driver

Purpose: The program provides seniors with round trip, door to door transportation to medical appointments in Airdrie and Calgary. There is no cost to the senior for the ride. Volunteers use their own vehicle. These seniors are unable to access alternate sources of transportation.

Duties and Responsibilities:

- Comply with and honour the Mandate, Mission & Vision of Community Links.
- Abide by Community Links Code of Conduct and Statement of Confidentiality.
- Treat community members, other volunteers and staff with respect and dignity.
- Inform the Volunteer Coordinator in a timely manner of illness, vacations or extended periods of time away that may require a substitute volunteer.
- Confirm pick up time with senior the day before the appointment (allow ample time for traffic and parking).
- Arrive on time and adhere to all agreed upon schedules.
- Open the car door for the senior and assist them as needed to get in and out of the vehicle. Never attempt to lift a senior.
- Park as close as possible to the entrance. Many places will allow short-term parking in front for unloading purposes.
- Establish rapport and develop a friendly, supportive relationship with the senior. Be sensitive to individual needs.
- Abide by road safety rules in a safe and lawful manner, including the use of seat belts for all passengers (including the driver).
- Give clear messages about what your role is, what you can or cannot do, and agency policies.
- Carry a cell phone.
- Refrain from smoking while driving to an appointment.
- After each drive is complete, email (or call) the Volunteer Coordinator with the total volunteer hours and kilometers.
- To perform only those requests authorized by Community Links. Volunteers are insured through Community Links only while performing driving duties as outlined in the *Senior Transportation Driving Request Form*.
- Report any concerns to the Volunteer Coordinator as soon as possible.
- Follow Community Links Emergency Procedures.
- Attend Orientation & Training (as applicable).

Senior Transportation Volunteers are unable to:

- Accept private work and/or extravagant gifts from clients
- Give out personal information such as home phone number and address
- Visit the senior in their home

Time Requirements:

- Assignments will vary in length.
- Volunteers always have the right to refuse assignments.

Benefits:

- Make a difference in your community
- Be part of a successful agency
- Feel the personal satisfaction of helping others
- Opportunity to become aware of social issues
- Meet new people

Skills, Qualifications and Eligibility Requirements:

- Must be 18 years of age or over
- Volunteer must be reliable and trustworthy
- Possess good interpersonal and communication skills
- Compassionate, respectful, patient and sensitive to the needs Seniors
- Provide at least 2 references
- Have a vehicle in good repair
- Class 5 Driver's License
- Volunteer must complete a Criminal Record Check every 3 years
- Provide a driver's abstract every 3 years
- Provide a copy of the insurance showing a minimum of \$2 million in liability insurance coverage
- Volunteer must contact their insurance company and notify them of their volunteer driving activities.

Supervision:

Michelle Carre

Volunteer Coordinator

403-945-3924

michelle@nrvc.ab.ca

Screening Required (Level 3)