

Policy

Volunteer Role Profile

These roles involve more regular activities for those who want to give their time, skills and energy diligently supporting the community through Redbourn Community Group (RCG).

Role	Car Driver
Summary of Role	To participate in our Community Car Scheme, providing door-to-door delivery service for clients to health appointments and shopping (regulated activities) with a high standard of customer care.
Key responsibilities	• Pick up and return clients, using own car, from their homes and deliver clients to required destinations such as GP surgeries, hospitals, physiotherapy and dentist appointments and other agreed destinations. • Liaise with the client beforehand to agree destinations, timings, and any specific expectations or requirements e.g., wheelchair support/carriage and provide client with contact details for pick up. • Ensure clients are comfortable and safe within the car and on the journey e.g., wearing a safety belt, not holding large bags on their laps, and checking that speed, bumps and turns are appropriate. • Clients who would like to be accompanied to the department should have made this known when making the request for transport since not all volunteers are in a position to do this and there is no expectation of doing this. • Follow and comply with all applicable RCG policies, procedures and guidance including Adult Safeguarding, H&S Policy, risk assessment, and guidance in ROSPA Volunteer Driver's Handbook, including driving in a safe and responsible manner. • Always act in a responsible, courteous and fair manner when undertaking duties for RCG. • Proactively suggest improvements in the service provided and participate in any working groups discussing the car driver service. • If discussion during the journey reveals ideas, incidents or issues that RCG can support or should follow up, feedback these to the
Specific skills	• Have a clean driving licence, including category B, comprehensive insurance valid for voluntary driving, current MOT and vehicle regularly maintained in safe driving condition. • Complete Safeguarding Adults at Risk Training to level 1 within first year of volunteering and at regular intervals thereafter. Act as the eyes and ears of the Community Group and report any concerns to the Safeguarding lead and/or the Office. • First Aid training would be beneficial and is recommended. • Confident to have friendly, social conversations with a range of people. • Ability to maintain confidentiality about individuals supported during volunteer activities

Capabilities

- Ability to communicate effectively with a wide range of people.
- Able to deal with the unexpected in a calm, professional manner e.g., when a delay or emergency arises.
- Understanding of confidentiality.
- Reliability.
- Flexibility.



This policy will be subject to review at intervals of two years.

Policy approved and adopted by all Trustees: August 2023

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