

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	Minibus Driver
Summary of Role	To drive any minibus, owned or hired by RCG, in a safe and responsible manner to deliver and return clients to specific locations and/or provide transport for organised outings.
Key responsibilities	• Pick up clients from their homes and deliver them to selected destinations including supermarkets, trip destinations and other designated locations. • Support clients in accessing the minibus (from home to minibus and vice versa). • Carry out routine checks of the minibus, comply with any requirements necessary to ensure safe environments and report any incidents, concerns or damage promptly to the RCG office and duty minibus manager. • Always act in a responsible and courteous manner when undertaking duties for RCG. • Follow and comply with all applicable RCG policies, procedures, and guidance including the Adult Safeguarding, H&S Policy, Risk Assessment, and guidance in ROSPA Volunteer Driver's Handbook, the ROSPA Minibus Driver's Handbook and RCG's Minibus Driver's User Guide • Proactively suggest improvements in the service provided and participate in any working groups discussing the minibus service/provision. • If discussion during the journey reveals ideas, incidents or issues that RCG can support or should follow up, feedback these to the office.
Specific skills	• Confident in having friendly, social conversations with a range of people. • Ability to maintain confidentiality about individuals supported during volunteer activities. • Between 25 to 75 years of age to comply with insurance requirements. • Hold a clean full driving licence including D1 category. • 5 or more years driving experience required. • First Aid training would be beneficial and is recommended. • Complete Safeguarding Adults at Risk Training to level 1 within first year of volunteering and at regular intervals thereafter. Together with the courier, act as the eyes and ears of the Community Group and report any concerns to the Safeguarding lead and/or the Office.

Capabilities	• Conscientious and able to check and respond to any issues that arise. • Able to work in a seamless manner with the courier to provide good service to the clients. • Able to deal with the unexpected in a calm, professional manner e.g., when a delay or emergency arises. • Able to work effectively with others and seek support when required. • Understanding of confidentiality. • Reliability. • Flexibility.
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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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