

Volunteer Role Profile – Passenger Support

Role	Passenger Support
Summary of Role	To provide safe assistance to passengers (clients) and to work effectively and efficiently with the minibus driver, as a team, to provide a high standard of customer care for all passengers.
Key responsibilities	• Assist in the pick-up of 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). • Always act in a responsible and courteous manner when undertaking duties for RCG. • Follow and comply with all applicable RCG policies and guidance. • 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. • Complete Safeguarding Adults at Risk Training to level 1 within first year of volunteering and at regular intervals thereafter. Together with the minibus driver, 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.
Capabilities	• Ability to communicate effectively to a wide range of people. • Able to work in a seamless manner with the minibus driver to provide good service to the clients. • Able to work effectively with others and seek support when required. • Able to deal with the unexpected in a calm, professional manner e.g., when a delay or emergency arises. • Understanding of confidentiality. • Reliability. • Flexibility.