



Volunteer Driver

Core Purpose

To provide safe and reliable transport for clients who are unable to use other forms of transport, enabling them to attend essential appointments, access services or attend social groups.

Key Responsibilities

Transport Service Users Safely

- Provide reliable lifts to and from essential appointments, including medical, dental, and optician visits.
- Follow all road safety guidelines ensuring service users enter and exit vehicles safely.

Support Hospital Discharge

- Ensure service users being discharged from hospital reach home safely and comfortably.

Accompany Service Users (when needed)

- Escort service users to the correct department, wait during appointments, and assist as required.

Facilitate Social Engagement

- Drive service users to social groups, community activities, or visits to friends and relatives.

Maintain Records

- Keep accurate logs of trips, mileage, and any observations relevant to service users wellbeing.

Monitor Health and Wellbeing

- Monitor and report any concerns regarding the health, well-being, or safety of service users to the service coordinator and or Safeguarding Team.

Represent the Organisation Professionally

- Act courteously and respectfully in all interactions with service users, staff, and the public.

Adapt to Service Users Needs

- Respond sensitively to individual requirements, including mobility, health conditions, or additional support needs.

Significance of the Role

- Ensures service users have transport options, reducing stress and uncertainty associated with accessing essential services.
- Helps individuals maintain autonomy by enabling them to attend appointments without relying on family or friends.
- Offers practical assistance that complements wider care and social services, reinforcing community networks.
- Ensures service users have transport options, reducing stress and uncertainty associated with accessing essential services.

Impact of the Role

- Timely access to medical and dental appointments can lead to earlier diagnosis, treatment, and better overall health.
- Ensures safe transport home from hospital, helping reduce delays in patient flow and aiding recovery.
- Enables service users to manage daily tasks, attend activities, and maintain a routine without relying solely on others.
- Consistent volunteer support strengthens confidence in community programmes and encourages greater participation.
- Demonstrates practical care and support, inspiring others to volunteer or contribute to local services.

Time Commitment

This is a **FLEXIBLE** Volunteering role has **no set hours or minimum time commitment**.

Skills Required

There are **no specific qualifications or prior experience required** for this role. However, we ask that our volunteers have:

- Ability to drive confidently, follow road rules, and operate the vehicle safely in all conditions.
- Ability to plan journeys, keep to schedules, and manage multiple pickups or appointments efficiently.
- Ability to handle and load light luggage or mobility aids safely.
- Ability to respond calmly to unexpected situations, such as traffic delays, route changes, or last-minute appointment adjustments.
- Awareness of mobility, health, and safety considerations, including use of wheelchairs or mobility aids if needed.

General Expectations

- Drivers are required to have a full driving licence and have access to their own vehicle that must be appropriately insured, taxed and have an MOT (if required).
- To respond promptly to communications, including phone calls, emails, and SMS text messages, to confirm availability for journeys.
- Be punctual, reliable and committed and maintain a friendly and positive attitude.
- Respect confidentiality and the dignity of all.
- Have good listening and communication skills.
- To be respectful, non-judgemental and committed to Equality, Diversity and Inclusion.
- To establish and work within the agreed boundaries of the role.
- To understand and work within SDCVS policies and procedures, including Confidentiality, Equality, Diversity and Inclusion, Safeguarding, and Personal Safety.

Expenses Reimbursement

We will pay mileage at the HMRC rate of 45p per mile or part thereof. Hospital parking permits will be provided where available, other reasonable parking charges will be reimbursed but should be discussed and agreed in advance.

Safer Recruitment

In line with our Safer Recruitment practice you will be required to undertake a **Enhanced Level Disclosure and Barring Services (DBS) Records Check**.

Application and Onboarding

Step 1 - We'll send you an **application form** to complete. As part of your application, we'll ask you to provide us with details for **two people we can contact to obtain a personal character reference (these need to be people you have known for 2 or more years and not family members)**. You will also need to present or send us copies of **two ID documents for us to verify your identity and address**.

Step 2 - A **telephone call** with the relevant Service Coordinator will be arranged to explain more about the specific volunteer role.

Step 3 - Once approved, we will take you through the onboarding process, which will involve **induction, role specific training (where necessary)**, and **completion of an Enhanced DBS check** (which we will arrange and pay for). Finally you will be required to sign a **volunteer agreement** and **confidentiality statement**.

Training and Support

A comprehensive induction and additional learning and development (where identified) shall be provided to all volunteers prior to and during your volunteering.

Volunteers are also given the opportunity to attend regular support and development sessions with the designated Service Coordinator.