



Volunteer Transport Driver

Program: Lifestyle Services: Transport

Volunteer Program Contact:

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Times and Location:

The program provides services for clients across Canberra and is coordinated from the Communities@Work Gungahlin campus. Trips primarily take place between 7am and 5pm during Monday to Friday, although occasional trips occur in the evenings and on weekends.

About the Program:

The Communities@Work Transport Service is a lifeline for many of our clients. The service helps clients to maintain their independence by providing transport to medical appointments, social and community activities and shopping centres, as well as to visit loved ones living in residential care. Our clients are usually elderly and frail or have a disability. They generally have restricted mobility and are unable to use public transport.

Our Vision

A resilient and socially inclusive community that cares for the well-being of all.

Our Mission

To deliver quality community services of social value and practical benefit.

Our Values

Trust, Integrity & Transparency:

We earn the confidence of the community by instilling these qualities throughout every aspect of Communities@Work.

Respect for All:

We respect everyone we deal with, care about everyone in the community and value difference and diversity.

Flexibility & Responsiveness:

We are adaptive and agile in pursuing the vision of Communities@Work, with a proactive approach to change and progress.

Quality & Innovation:

We are committed to excellent service delivery, underpinned by continuous improvement and innovation.

Affordability & Sustainability:

We ensure our services are relevant and appropriate as we build our capacity for a sustainable future.

The service operates with several vehicles on the road each week day. We have a pool of experienced casual drivers and dedicated volunteers. Volunteers are reimbursed for certain expenses incurred.

Duties:

- Undertake transport services in a designated Communities@Work vehicle or your own vehicle, as directed by the program administrators.
- Collect clients from their homes and transporting them to medical or social appointments and/or returning them home
- If required, assist clients into and out of the car
- Place items such as mobility aids (for example walking stick, walking frame or wheelie-walker) in and out of the car
- If required, assist clients in/out of the venue of their appointment
- Encourage clients to contact Communities@Work if their transport needs change, or if they require further support or assistance beyond your agreed role as a volunteer
- Provide coordinators with feedback about any changes in clients' health, well-being, mobility and personal circumstances
- Being aware of your own physical limitations and avoiding injury to yourself, especially when assisting clients or taking items in or out of car

Skills and Experience:

- Knowledge of Canberra roads
- Sound understanding of boundaries and confidentiality

Qualities:

- Empathetic, caring and unprejudiced
- A willingness to work within program guidelines and under direction
- Able to interact with Communities@Work's team members and stakeholders in a friendly, helpful and respectful manner
- Willing to accept Communities@Work's core vision, mission and values, and represent the organisation within the framework

Additional Requirements:

- Current, valid driver's license
- If utilising own vehicle instead of a Communities@Work vehicle: Three or five door sedan with space for walking aids (4WD and SUV vehicles are unsuitable due to accessibility issues for the client)
- Up to date registration and comprehensive car insurance
- Working with Vulnerable People Registration
- Attendance at a two hour Communities@Work Volunteer Induction
- Attendance at Transport Program orientation
- Attendance at other training sessions as required

Communities@Work has a vision for a resilient and socially inclusive community that cares for the well-being of all.



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