

## **VOLUNTEER DRIVER JOB DESCRIPTION**

### **Position:**

Volunteer Driver/Escort

### **Purpose:**

To safely transport ambulant patients to & from their homes or designed pick up area to their appointment.

### **Position Qualifications & Requirements:**

- Well-developed interpersonal skills with a cheerful disposition
- Must have a valid Manitoba driver's license & access to a phone
- Must provide and maintain a clean Driver abstract.
- Valid insurance on their vehicle – minimum 1 million dollar 3<sup>rd</sup> party liability
- Automobile should be clean, in working order and reliable
- Provide a clear Criminal & Vulnerable Persons Record Check along with a clean Adult Abuse Registry Check upon hiring

### **Responsibilities:**

- See Duties & Procedures below for detailed description.
- Communicating any changes, cancellations of rides and concerns or issues regarding a client immediately to the coordinator.
- Call the coordinator if you cannot take a scheduled ride as soon as possible.
- Reporting any incidences and emergencies immediately to the coordinator.
- Attending required orientations and training & providing the coordinator with proof of insurance, liability coverage & driver rating yearly.
- Treating all clients with dignity and respect & driving defensively & responsibly while obeying all traffic & seatbelt laws.
- Keep accurate records and submit required monthly reports to the Resource Coordinator.
- Volunteer drivers will respect and comply with SDSRC policies, procedures, codes of conduct, confidentiality and ethics and be able and willing to take directions from the SDSRC Resource Coordinator or designate.

### **Length of Commitment:**

- Depends on availability and need – on call basis

## **Procedures & Duties:**

- Clients call the office with their contact information, date and time of appointment, approximate length expected. They are also asked if they require assistance, if anyone will be attending the appointment with them and they are provided with a cost for the trip based on predetermined rates set at the office.
- A coordinator will call you to see if you are available to take the ride and if able to do so they will provide you with all necessary information from the above.
- The driver is responsible for calling the client the day before the scheduled ride to confirm and remind the client that you will be taking them along with the time of pick up so they can be ready.
- The driver is to pick up the client at the designated time and is to assist the client to get in and out of vehicle if necessary (offer an arm or hand if able) and help with mobility aids (loading and unloading a walker or cane).
- The driver is to transport client safely to his/her destination, ensure they get to the right area if they ask for assistance and either wait for the client in the clinic or return to pick up the client at a pre-arranged time if the appointment is going to be long. If you are leaving the client at the appointment alone, please ensure they are given a way to contact you in case they are done sooner. *If there are parking fees at the facility the client is to pay for them.*
- Drivers are to use discretion whether it is safe to travel. If the ride is to be cancelled due to road conditions, they are to contact the client immediately and then let the Resource Coordinator know.
- Clients are to pay the driver directly at the end of trip (unless previously discussed as a 3<sup>rd</sup> party billing ride) for the pre-determined rate that they were given by the coordinator PLUS any additional fee's incurred if there were extra stops made afterwards that were not planned (ex: drop off and fill a prescription just received at that appointment).

## **Please Note:**

- Your time is volunteered however you are compensated at a rate depending on the location of the client's destination to cover the cost of fuel and automobile maintenance. The rates per trip are predetermined by the Resource Coordinator & Board of Directors and are re-evaluated yearly.
- *At no point do we transport anyone who requires to bring a wheelchair with them to their appointments due to safety of both the client and the drivers.*
- Volunteer drivers will respect and comply with SDSRC policies, procedure, codes of conduct and ethics.
- Volunteers will abide by an oath of confidentiality related to client information.
- Volunteer drivers will be able to take directions from the SDCRC Resource Coordinator or designate.