

# Driver Transportation Program

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**Purpose:** Volunteer Drivers involved with the Volunteer Transportation Program provide clients of the Central Community Health Centre with assisted transportation to healthcare-related appointments. This position requires solid driving skills, and well developed interpersonal skills.

**Time Commitment:** A minimum of one 4 hour shift per week to be negotiated with the Transportation Coordinator.

**Reports to:** Transportation Coordinator  
Volunteer Services Coordinator

## Responsibilities:

- Transport riders from their homes to their healthcare appointment
- Provide “helping arm” assistance to riders as needed
- Be punctual and dependable in picking up the client at the scheduled time
- Drive defensively and responsibly, obeying all traffic and seat belt laws
- Answer questions and provide riders with information on programs and services available at the Centre and in the community when required
- Report any incidents, emergencies and concerns immediately
- Keep the Transportation Coordinator informed regarding availability
- Provide the Transportation Coordinator with as much notice as possible when cancelling a scheduled trip/shift
- Keep accurate records and submitting the required reports in a timely manner
- Treat all riders with dignity and respect
- Maintain confidentiality related to client information
- Inform the Volunteer Services Coordinator of any changes in contact information, physical condition and license status
- Become familiar with and abide by the Centre’s volunteer and program policies and procedures
- Become familiar with the programs and services provided by the Centre
- Attend any training sessions and volunteer meetings as required
- All other duties as assigned

## Qualifications and Requirements:

- Must be 28 years of age or older
- Have a minimum of five years of driving experience

- Hold a clean driving record
- Hold a valid full “G” license
- Be in good physical and mental health with no health conditions that may impair ability to drive safely (vision, hearing, perception, reflexes, certain medications, etc.)
- Be physically able to assist riders should it be required
- Be willing to drive without distractions (cell phone, texting, eating while driving)
- Able to consistently drive defensively and obey traffic laws
- Be skilled at reading maps and logistics
- Able to maintain confidentiality
- Able to take direction from the Transportation Coordinator and the Volunteer Services Coordinator
- Access to a cell phone
- Standard First Aid and CPR a definite asset
- Will respect and comply with the organization’s policies, procedures, codes of conduct and ethics.

**Drivers must have the following qualities:**

- Empathy, compassion and a non-judgmental approach to people
- Kindness, patience and acceptance of people with physical and mental abilities different from one’s own
- Supportive listening skills
- Reliability and punctuality
- Able to be calm, flexible and adaptable in emergency situations
- Able to work independently and as part of a team
- Is comfortable with being accountable and is sensitive to the observance of proper boundaries

**Success Measures:**

- Clients reach their destination on time in a safe and comfortable manner
- Clients are satisfied with the level of care and respect shown by the driver
- Positive feedback received from clients, supervisors and peers

**Limits and Boundaries:**

- Volunteer driver has the right to refuse to drive when the weather is inclement or road conditions are dangerous
- Volunteer driver has the right to let a client and/or passenger know if the person’s behaviour is inappropriate
- Volunteer driver may not undertake any task that is not outlined in this position description without the permission of a supervisor
- Volunteer driver may not request or accept tips, gifts or money for expenses incurred or

services rendered while volunteering. Solicitation of gifts and/or money from clients and/or passengers could lead to termination of volunteer service.

- May not enter into any contractual agreements or sign any documents on behalf of the organization unless authorized to do so
- Drivers will be driving loaned vehicles. Volunteer drivers will be reimbursed for any pre-approved expenses associated with their volunteer work (i.e. parking, meals)

**Orientation/Training:**

- New Volunteer Orientation to CCHC and its Volunteer Policies and Procedures
- Position-specific training
- Accessibility, Workplace Health and Safety and WHMIS training
- Bill 168 – Respect in the Workplace
- In-service training on relevant topics
- Ongoing support from Transportation Coordinator and Volunteer Services Coordinator
- Periodic volunteer meetings

**Benefits to Volunteer:**

- Meet new people and gain new experiences
- A sense of pride and accomplishment for making a positive difference in the health and wellbeing of the Centre's clients
- Experience personal growth
- Give back to the community
- Personal development and possible education opportunities
- Pre-approved expenses will be reimbursed at Centre-approved rates.

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| Position description given to: _____ |
| By (staff person's name): _____      |
| Date: _____                          |
| Staff initials: _____                |