

PURPOSE: The Mobile Unit Driver drives the Central Community Health Centre mobile unit to locations within the Centre's service area (St. Thomas, Central Elgin and Southwold Townships) where programs and services are scheduled. The Volunteer also performs basic maintenance to the mobile unit, as outlined in the policies and procedures manual for the mobile unit.

Time Commitment: As scheduled. Typically half or full days several times per month.

Supported by: Volunteer Services Coordinator

Responsibilities:

- Drive the mobile unit to designated sites/area, in a safe and courteous manner, arriving on time and complying with all traffic regulations
- Service and maintain the mobile unit as required in accordance with the owner's manual, CCHC policies & procedures and the Ministry of Transportation
- Drive defensively and responsibly, obeying all traffic and seat belt laws
- Maintain a driver's log, and other vehicle checklists; ensure all paperwork is filled out correctly and reports any mechanical issues or necessary repairs
- Maintain confidentiality regarding CCHC, its clients and client's information
- Report delays, accidents or other traffic/transportation situations by telephone as soon as possible
- Regulate heating, lighting and ventilation system for employee and client comfort
- Assist clients when using lift
- Greet clients and other visitors to the mobile unit in a friendly and professional manner
- Keep the vehicle interior and exterior clean
- Keep the Volunteer Services Coordinator informed regarding availability
- Provide the Volunteer Services Coordinator or the Team Leader, Community Development with as much notice as possible when cancelling a shift
- Inform the Volunteer Services Coordinator of any changes in contact information, physical condition and license status
- Become familiar with the programs and services provided by the Centre and answer questions and provide information on CCHC and community programs and services as necessary
- Become familiar with and abide by the Centre's Volunteer Policies and Procedures
- Attend any training sessions and volunteer meetings as required
- Other duties as may be assigned

Qualifications:

- Must be 28 years of age or older with a minimum of five years driving experience
- Must possess a valid Class G Ontario Driver's License a clean driving record for three years minimum
- 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.)
- Able to work in a fast-paced environment and respond in a positive way to demanding issues
- Knowledge of recreational vehicle mechanics (generator, black/grey water, awning)
- Mechanically inclined – confidently perform daily vehicle checks and minor maintenance
- Familiar with geographic locations and site area serviced by the mobile unit
- Be willing to drive without distractions (cell phone, texting, eating while driving)
- Able to consistently drive defensively and obey traffic laws
- Able to take direction from the Volunteer Services Coordinator and/or Team Leader, Community Development
- Will respect and comply with the organization's policies, procedures, codes of conduct and ethics
- Standard First Aid and CPR certification a definite asset
- Able to commit to drive schedule 3 weeks to 2 months in advance
- Bondable
- Ability to maintain confidentiality
- Provide CCHC with a valid Driver's Abstract and a Police Vulnerable Sector Check

Drivers must have the following qualities:

- Friendly and welcoming approach and manner when interacting with staff, clients, volunteers and the general public
- Empathy, compassion and a non-judgmental approach to people
- Kindness, patience and acceptance of people with different characteristics and backgrounds than their own
- Supportive listening skills
- Punctual and reliable
- Able to remain 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:

- Provides a welcoming and supportive environment and acts with professionalism and courtesy toward clients, staff, volunteers and the general public
- Maintains mobile unit to an exceptional standard so that downtime is minimized

- Clients who attend mobile unit clinics are familiar with other programs and services provided by the Centre

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 know if his/her behaviour is unacceptable
- 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 could lead to termination of volunteer service
- May not enter into any contractual agreement (including agreements for service to the vehicle) or sign any documents on behalf of the organization unless authorized to do so

Orientation/Training:

- New Volunteer Orientation to CCHC and its Volunteer Policies and Procedures
- Position- specific training
- WHMIS and Workplace Health and Safety training
- Accessibility and Bill 168 training
- In-service training on relevant topics
- Periodic volunteer meetings

Benefits to Volunteer:

- Satisfaction in knowing that you are helping the Central Community Health Centre better meet the health and wellness needs of the communities of St. Thomas, Central Elgin and Southwold Townships
- Opportunity to meet new people and gain new experiences
- Experience personal growth
- Give back to the community
- Personal development and possible education opportunities
- Work as part of a team

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