

Volunteer Role Description

Your Details			
First Name:		Surname:	
Role:	Van Driver and Volunteer		
Volunteer Program/s:	Caring Neighbourhood Program		
Department:	Community & Development		
Staff Only	Record No:		

Caring Neighbourhood Program

You will work with the Caring Neighbourhood Program (CNP) staff and other volunteers to support socially isolated people in the community. The program provides social opportunities that are based on companionship and friendship to enable people who are socially isolated through ageing or degenerative conditions to make meaningful connections within their local community.

Social groups are an informal way for people to interact socially and form meaningful connections and friendships. CNP organises many group social opportunities each month, held weekly, fortnightly or monthly, these include: Lunch outings; Bus trips; movie; art; singing and library groups. Many people have become isolated due to no longer driving, therefore it is essential to offer transport as part of our social engagement. Volunteers may be asked to pick people up and often journeys to the venues are an additional way for people to socialise and connect with others on our program whilst enjoying the opportunity to take in the natural surroundings. Volunteers are integral in fostering an inclusive and supportive environment.

Role Overview – Lunch Van Driver and Host Volunteer

The Van Driver volunteer role will involve driving the van to transport people for lunch program(s), Bus trip or center based groups and fostering a friendly and inclusive environment to enable social connections between those in the group. The CNP staff will provide the relevant information of involvement, the time and regularity of the commitment required for each group. Depending on the need, you may be able to assist with more than one group program.

Location

The Caring Neighbourhood Program works across the Victor Harbor area and the Van Driver volunteer role will be located at pre-arranged lunch venues around the Fleurieu Peninsula region.

Key Employee Relationships

The Program Coordinator will provide day to day support and supervision of volunteers. Program Coordinators and Program staff have responsibilities to provide support and supervision of their programs to ensure successful outcomes for both volunteers and clients.

Time Commitment

The Caring Neighbourhood Program is provided Monday to Friday with some weekend activities. Volunteer activity times are an average of 3-4 hours per week with activity planners produced a month in advance. A minimum of 1- 2 shift per month is required depending on the group the volunteer is scheduled for. Regular updates on your availability are essential to plan schedules for our clients.

Key Activities

- Plan route for pick up / drop off of attendees.
- Phone attendees of group program to arrange time for pick up.
- Liaise with van assistant volunteer and work as a team.
- If driving SCOTS vehicle: Collect keys from office and check vehicle prior to trip outing.
- If driving a hired vehicle: Collect keys and vehicle from the vehicle company and check vehicle prior to outing.
- Transport attendees of group, build rapport and support any specific needs of the attendees at the group.
- Inform CNP staff immediately of any people who do not respond to the door on pick up.
- Welcome and support new members to the group.
- Spend meaningful time together at outing, learning from each other's knowledge and skills.
- Collecting program money and keeping a record of attendees.
- Inform CNP staff of any cancellations, issues or incidents at the program.
- If at lunch group, assist participants to choose lunch and order for a small group.
- Log time and authorised expenses each month using the form provided.
- Seek authorisation from CNP staff for any request / action outside the agreed activities or scope of your role.
- Attending mandatory training and any other specified training opportunities
- Attending regular meetings to contribute ideas and feedback about the program and its activities

Benefits of the Role

- Meeting new people and make a positive difference in their lives.
- Networking with other volunteers and your community.
- Apply existing knowledge and skills.
- Learn new skills and knowledge.
- Contribute to the well-being of older persons in the community.

Skills, Knowledge, Experience and Qualifications

- Safe driving skills
- LR Licence or higher – desirable but not essential.
- Be interested in people who are unable to maintain social connections.
- To be empathetic of client's issues and needs.

- To have capacity to be committed yet flexible.
- To respect differences in cultures, abilities and backgrounds.
- Have an open communication style.
- To give a high level of courtesy, respect and consideration when working with older people.
- To be patient and a good listener.
- Able to work as part of a team.
- To have a clear understanding of professional boundaries.
- To be reliable, honest and trustworthy
- Understanding of the vision of the City of Victor Harbor.
- Understanding of the principles of Work, Health and Safety and of Equal Opportunity.
- Understanding of the City of Victor Harbor Volunteer Policy and Volunteer Code of Conduct.

Mandatory Requirements

- Undertake vehicle induction.
- Undertake driver accreditation with qualified instructor every 2 years.
- As a volunteer driver, you must have no alcohol or illegal drugs in your system whilst undertaking your role.
- Adherence to City of Victor Harbor Safe Environment Policy including the following screening checks: DHS Aged Care Sector, Vulnerable Person clearance checks. All CNP volunteers require a current Screening which will be arranged through the CNP Coordinator following an interview.
- Due to Aged Care legislation, all volunteers are required to show evidence of current COVID Vaccinations.
- Undertake COVID infection Control online training – support can be provided for this.
- Attend mandatory training every 2 years including: Driver Accreditation (if required to drive larger vehicles), Driver Awareness training and Manual Handling training.
- Read and adhere to information that has been told or given to you about the client and any limitations they have.
- Hold a current South Australian driver's licence and willingness to use own car for visiting and transporting clients, if required.
- Driver Volunteers are required to have a medical clearance from a medical practitioner using the CNP Medical form.
- If required to transport passengers in their own private vehicle, volunteers are required to keep the vehicle in a well maintained, roadworthy condition and have current registration and comprehensive insurance.
- Forms are provided for reimbursement of approved out of pocket expenses, including mileage.
- Volunteers are covered by the City of Victor Harbor Volunteer Policies.
- Volunteer are advised to have roadside assistance for their own vehicle.
- Parent (or guardian) consent required for volunteers under 18 years of age.

Training

As a Council volunteer you will be required to participate in the following sessions to ensure you are appropriately prepared for your role:

- City of Victor Harbor Volunteer Induction (preferably prior to commencing your volunteering role).
- Site specific and role specific program induction, including specific Work Health & Safety training.
- “On-the-job” training specific to volunteer role.
- COVID Awareness will be included as part of your induction and some programs will require you to complete an online COVID Marshal or COVID-19 Infection Control training course.
- Awareness of COVID Safe Plan (if applicable) for volunteer program.
- Attend desirable training as per CNP training calendar e.g. Dementia Awareness, Grief and Loss, Professional Boundaries.

Council will endeavour to provide flexible training options, however where essential training and refreshers are required, attendance is compulsory to ensure that we continue to provide a safe environment for our volunteers and clients.

Your Responsibilities

- Work within the guidelines provided by this role description.
- Take reasonable care for your safety and the safety of others.
- Attend regular meetings and training deemed to be essential for your role.
- Be reliable in keeping appointments.
- Comply with all policies, procedures, guidelines and instructions relevant to your role.
- Adhere to the City of Victor Harbor’s Code of Conduct which incorporates volunteers.
- To understand and have a respect for confidentiality.
- To accept direction and supervision from the Volunteer Program Coordinator and Program staff.

Work Health and Safety

Under the Work Health and Safety Act volunteers are defined as ‘workers’ and included equally with employees, contractors etc in all matters relating to Work, Health and Safety. Volunteers are equally responsible for the care of their own health and safety and that of others at their work place. Volunteers of the City of Victor Harbor must:

- Follow all established policies and procedures of Council which apply to the tasks you have volunteered to perform.
- Have an awareness of Hazard Profile and Risk Assessment documents, follow Safe Operating Procedures and use Personal Protective Equipment as advised by the Volunteer Program Coordinator.
- Report hazards to supervisors to minimise and control risk.
- Report immediately (or as soon as practicable) any near miss, incident or injury which arises in the course of your volunteer duties.
- Adhere to Council’s commitment to a smoke free workplace and agree to refrain from smoking in or around Council owned offices and buildings, within Council-owned vehicles or around minors.

Code of Conduct for Volunteers

The Code of Conduct for Employees Policy details the standards expected of all volunteers whilst volunteering with City of Victor Harbor, and includes the rights and responsibilities of both volunteers and the organisation.

Feedback and Support

- A 3-month probationary period is required to ensure that you settle in well and the role is right for you.
- Your Volunteer Program Coordinator will provide regular support and guidance to make sure you are getting the most out of your volunteering. This will be supported by the relevant Program staff.
- To evaluate the volunteer program and your role within it, your Volunteer Program Coordinator will engage you in an annual catch up to share feedback regarding your volunteering experience, training, support and future.

I have read and understand this Volunteer Role Description and agree to abide by the conditions outlined.

Volunteer Signature	Date
Parent Guardian (if under 18 years)	Date
Volunteer Program Coordinator Signature	Date