

**Volunteer Passenger Assistant**

**Role Context**

Age UK Ealing’s mission is to promote the wellbeing of all older people in Ealing and empower them to achieve full quality of life. We provide a range of support services for older people in the London Borough of Ealing including Information and Advice Service, Day Centre, Befriending, Digital Inclusion and Gardening. We also run Greenford Community Centre, where our office and services are based alongside a range of other community activities.

**Purpose of the role & Key Responsibilities**

* **Assisting with boarding and exiting vehicles** (especially for those with walkers, wheelchairs, or limited mobility)
* **Ensuring passenger safety** (seatbelts fastened, wheelchairs secured, etc.)
* **Providing companionship** during journeys chatting, reassuring, and helping reduce anxiety.
* **Monitoring passengers’ well-being** during transport (noticing signs of distress, confusion, or health issues)
* **Communicating with drivers or passengers** if any issues arise

**Personal qualities most suited to this role:**

* A people person with empathy and the natural desire to help others.
* Confident, enthusiastic, and able to deal sympathetically, patiently, and sensitively with all elderly service users
* Good interpersonal skills, vigilant with good use of common sense
* Reliable with good time keeping
* Able to maintain confidentiality

**Requirements**

* Background checks by DBS
* Commitment to a minimum of 6 months and reliability is important.
* Be committed to the values of Age UK Ealing

**Location:** Greenford Community Centre and across the London Borough of Ealing

**Time is involved:** Monday & Thursday, morning & afternoon, as agreed with your supervisor. You can stop volunteering at any time but please do let us know as soon as possible.

**Expenses:** We will cover agreed out-of-pocket expenses for volunteers (e.g., travel costs). We provide insurance cover for the time you are volunteering with us. **This role is offered subject to satisfactory references and Disclosure and Barring Service (DBS) check, and we can help you to obtain a free DBS certificate.**

**Responsible to**: Day Centre Managers