

Volunteer Role Outline PASSENGER ASSISTANT

The Volunteer role involves assisting in the successful delivery of our Daycentre and Social opportunities services.

Objective:

- To assist and communicate with the minibus driver in ensuring the health, safety and comfort of passengers during their journey whilst on outings and social events.

The role involves:

- Supervising the safe transfer of clients:
 - from home to the vehicle
 - from the vehicle on arrival at the venue
 - from the venue back onto the vehicle
 - from the vehicle into their own home.
- Working with the driver to operate the vehicle tail lift – only after appropriate training and under the supervision of the driver.
- Offering assistance to the client to ensure that their home is safe and secure upon leaving.
- Ensuring that passengers are comfortably and securely fastened in their seats, gang-ways are clear of obstructions and that the driver is not distracted during the journey.
- Helping to lift and carry boxes and bags containing activity equipment and raffle prizes to and from the minibus on a regular basis.
- Assisting with the preparation and delivery of activities and social events.
- Helping to establish, maintain and develop friendly relationships with Daycentre and social group clients.
- Undertaking appropriate training as required.
- Adhering to the policies and procedures of Age UK Gateshead.

The skills required for this role are:

- A liking for and empathy with older people.
- The ability to work as part of a team.
- A reasonable level of fitness.
- An understanding of safety issues.
- An understanding of the need for confidentiality.
- Excellent time keeping skills.
- Reliability and trust worthiness.
- To remain calm in a crisis.
- To remain impartial.
- Good communication skills, including a sound understanding of both spoken and written English.

Suggested hours of work:

Flexible, to be agreed with project co-ordinator, usually social activities take place between 9.30am and 4.00pm.

Location:

Social events take place from time to time within the borough of Gateshead and in other locations in the North East.

Expenses:

Age UK Gateshead will pay any agreed travel expenses (bus fare, etc) on production of receipts paid out in the course of journeys, so that you are not out of pocket. Use of your car will be paid on a mileage basis for all authorised journeys undertaken. Lunches are provided at social events, up to a maximum of £4.00 per day. If the cost exceeds this, volunteers will be required to pay the difference.