

## Volunteer Role Description

### **ROLE: Passenger Assistant**

**ROLE PURPOSE:** Assist our minibus drivers with AM and/or PM pick up's and drop offs for people attending our Day Clubs provision. The role will involve helping people on and off the vehicle, as well as ensuring a safe and comfortable journey at all times.

### **CONTEXT:**

Age UK Leicester, Shire & Rutland have six community venues offering high quality day care provision for older people with care needs and adults with learning disabilities. Day Clubs offer care, support, fun and stimulating activities, as well as help to serve lunch and refreshments. The service not only provides a wonderful opportunity for people to play games, go on trips, outings and meet socially with others but also vital time-out for carers.

### **What does Passenger Assistant do?**

Volunteers have a valuable role to play in providing a warm, friendly welcome and safe journey for Day Club members attending one of our community settings. The Passenger Assistant will aid members to get on and off the mini bus, as well as assist with seat belts or other safety devices, as appropriate.

**Supported by and accountable to:** Day Care Organiser/Transport and Logistics Manager

### **TASKS AND ACTIVITIES**

- 1. Care and Support:** Provide care and support as directed by the Day Care Organiser and support with planned excursions.
- 2. Manual Handling** Assist in the safe boarding on to the minibus and disembarking. Assist in passenger safety by the use of a seat belt or other safety devices.
- 2. Health and Safety:** Comply with safe moving and handling techniques in accordance with formal instructions of the Organiser/Driver when working with members.
- 3. Training:** To undergo appropriate training relevant to the role. This will be discussed on a successful application
- 4. Working Practices:** To become familiar with all Age UK Leicester Shire & Rutland policies and practices as described in the Volunteers Handbook.

The tasks and activities listed are intended as a summary and may be varied from time to time in consultation with the volunteer concerned.

The role description is intended to clarify the tasks and activities of the volunteer and is for the benefit of all concerned. It does not form the basis of a contract of employment.

**The benefits to you and what we offer:**

- Volunteering is a great opportunity to support others and provide a valuable contribution to the lives of others
- Know you are making a positive and real difference to others and supporting carers through caring for their loved one
- The chance to be part of an exciting team who will support and develop you with on-going training
- Supporting the work of a local charity and part of the Age UK family
- The opportunity to be involved with games, fun and outings with our members
- Paid travel expenses



## **Volunteer Person Specification**

### **SKILLS AND EXPERIENCE**

#### **Essential**

1. Good listening and communication skills
2. Patience and empathy
3. Physically able to safely support members on and off the minibus
4. Team working skills, as well as working on a one 2 one basis with clients
5. Caring and understanding nature
6. Respectful to others and a non-judgemental approach to the preferences, culture, and lifestyle of others

#### **Desirable**

1. Able to participate in moving and physically supporting older people, as appropriate

**Hours:** The number of days and hours will be agreed between the volunteer and Day Care Organiser.

A volunteer is someone who provides **unpaid** support to Age UK Leicester Shire & Rutland.