

Minibus Chaperone Volunteer



TO BE GIVEN TO VOLUNTEER

Role Title:	Minibus Chaperone Volunteer
Location:	Various routes across Northamptonshire
Time Commitment:	Shifts available Monday to Friday: <ul style="list-style-type: none">• Morning: 8:30am – 10:30am• Afternoon: 2:30pm – 4:30pm (Volunteers may choose one or multiple sessions per week)
Departing From:	The William and Patricia Venton Centre, York Road, Northampton, NN1 5QJ
Reporting To:	Day Care Services Lead

Purpose of the Role

Our Minibus Charperones support the safe and comfortable transport of older people to and from our services. While our Minibus Drivers focus on operating the vehicle and assisting clients as they board or depart, the Escort ensures that **clients are accompanied, supported, and reassured at all times during the journey.**

This role plays a vital part in helping older people maintain independence, social connections, and access to essential services.

Key Responsibilities

- Welcome clients onto the minibus.
- Provide companionship and reassurance during the journey.
- Support clients with mobility challenges, ensuring seatbelts are fastened and comfort is maintained.
- Be attentive to the wellbeing of clients, reporting any concerns to staff as needed.
- Ensuring clients are not left unattended on the minibus.
- Maintain a calm, friendly atmosphere on the bus.
- Uphold Age UK Northamptonshire's values of dignity, respect, kindness, and inclusion.

Personal Qualities & Experience

We are looking for volunteers who are:

- **Experienced in working with or supporting older people.**
- **Aware of the needs of older adults**, including mobility issues and general wellbeing.
- **Awareness of Safeguarding adults.**
- **Preferably Dementia Aware**, with understanding or willingness to learn about supporting people living with dementia.

- **Kind, caring, patient, and personable** – someone who enjoys conversation and building rapport.
 - **Reliable and punctual**, ensuring smooth running of transport services.
 - Able to maintain confidentiality and professional boundaries.
 - Respecting the dignity of the individual and promoting independence.
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Training & Support

Age UK Northamptonshire provides:

- Induction and role-specific training
 - Volunteer position subject to Enhanced DBS (Disclosure and Barring Service) - essential for this role and would be applied for by the Volunteers Manager during the induction process.
 - Dementia Awareness training (if required)
 - Ongoing support from the Day Care Services Lead, Transport Team and Volunteer Manager
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Benefits of Volunteering

- Make a meaningful difference to the lives of older people in your community
- Meet new people and be part of a supportive team
- Gain experience in social care and dementia support
- Enjoy a rewarding and valued volunteer role