**VOLUNTEER ROLE DESCRIPTION**

**Day Services - Minibus Driver**

Age UK Northumberland’s mission is to support all people over 50 to have a fulfilling life by having an effective voice, realise their full potential, maximising choice and addressing challenges they may face.

Our drivers provide a means of transport for service users, from their homes to their day centre or lunch club.

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| **Anticipated Time Commitment:** | Can vary depending on the Day Centre, normally from 8.30-10.30am and/or 2.30 -4.30pm. |
| **Expenses:** | Travel expenses to & from the location to collect the minibus.  |
| **Location:** | Sessions run through the week – call the Age UK Northumberland Ashington Office for details of your nearest Day Centre. |
| **Responsible to:** | Day Services Support Staff |

**Purpose of Role:**

To provide a means of transport for clients of our Day Centres to and from their homes.

**Expected Tasks**

1. Carry out a risk assessment on the minibus before departing, using the checklist provided.
2. Ensure that all seat belts are in working order before departing, and that they must be worn at all times by the driver, escort and clients.
3. Decide the most appropriate route to collect all clients based on their addresses.
4. Assist the escort with the minibus lift, as required; ensuring the lift is in the correct position before departing.
5. Give the service user assistance as required, and to assist them to the bus, after checking if their require you to close and lock their door.
6. Give assistance to any service user with a visual impairment by walking at their side advising them of any obstructions or steps they encounter en route.
7. Check with the service user if they are able to access the bus via the main door or if they require the lift at the rear of the bus. If they are able to access the bus via the main door, please stand behind them in case they slip or fall backwards.
	1. If the service user requires the use of the lift, the driver will ensure that the lift is in the lowered position ready for use, then assist the client onto the lift and stand directly behind them, when ready instruct the driver to raise the lift.
8. Ensure any service user who has a seat preference, for example, they suffer from motion sickness, and requires a seat towards the front of the bus, that they are appropriately seated.
9. Check that the bus is equipped with the all appropriate equipment: e.g. plastic aprons, latex gloves, alcohol based hand gel.

As a volunteer Age UK Northumberland (AGE UK) would expect you to:

* Ensure the Health & Safety of service users and yourselves at all times
* Comply with our policies and procedures
* Comply with Age UK N’s Confidentiality Policy at all times
* Attend appropriate training, for example, MiDAS, First Aid, Manual Handling
* Report any suspicions of potential abuse

**Personal Attributes:**

Applicant must:

* Possess a pleasant, friendly and outgoing manner.
* Have a flexible approach to work with the ability to use own initiative.
* Possess good communication and interpersonal skills.
* Have empathy for older people and be willing to assist with their ability needs.
* Be reliable, trustworthy, honest and committed to the volunteer role.
* Have an understanding of the importance of maintaining confidentiality at all times.
* Have a clean driver’s licence as a requirement for this role.
* Be aged between 25 and 65 for Age UK Northumberland insurance purposes.

Desirable: Up to date MiDAS training.

All of these arrangements are binding in honour only and not intended to be legally binding. AUKN will seek a Disclosure & Barring Service criminal record check at Enhanced with Barred from working with Adults level.