

Admin Volunteer with Dial-a-Driver

The Age UK Sunderland Dial-a-driver scheme is available for older people 60 years old and over who find it difficult to use public transport to get to important appointments and who are able to use standard cars.

Admin Volunteer ``Role Outline

Main Duties:

- To answer telephone queries.
- Take bookings from service users, or drivers.
- Liaise with drivers and service users.

Specific Responsibilities

- Answer telephone calls.
- Complete booking form for each journey
- Enter on diary sheet
- Confirm to client/driver time and date of each journey

Person Specification

- Good oral and communication skills
- Ability to record and pass on messages
- Understanding the need for confidentiality
- Ability to demonstrate patience, sensitivity and reliability
- An ability to respond appropriately to different and sometimes difficult situations.
- A liking for and empathy with people of all ages
- Reliability and trustworthiness
- A sense of humour

Hours/place of work:

- Afternoons from 12.30 – 2.00pm Monday - Friday
- Bradbury Centre, Stockton Road, Sunderland, SR2 7AQ

Responsible to: Volunteer Co-ordinator

Expenses: Age UK Sunderland will repay any agreed expenses (e.g. travelling) on production of receipts/bus tickets. Forms to be completed monthly.

PLEASE NOTE: This post is subject to an Enhanced DBS clearance. This means that this post is exempt from the provisions of the Rehabilitation of Offenders Act 1974 and any unspent convictions must be declared. This post is subject to a 6 – 8 week trial period.