



## Role Outline

**Job Title:** Transport Befriender

**Department:** Practical Support Service

**Place of Work:** From Clients home to prearranged appointments activities

**Hours of Work:** Various (mimimun 1 hour)

Transport is arranged on an ad hoc basis pre-arranged by phone during the previous week, and is arranged to suit the availability of the driver

**Responsible to:** Lead for Practical Support

### **Purpose of Role:**

To support older people who require supported transport to and from appointments and activities. The Volunteer will make sure that they arrive safely and in comfort and have support during their visit when needed.

### **Main Tasks and Responsibilities**

- To attend a comprehensive training session.
- To have a roadworthy and fully insured car.
- To ensure the vehicle is maintained in a safe and reliable condition.
- To have the agreement of the insurance company for the volunteer to use his/her own car for voluntary work and to receive payment for expenses
- To transport the client to and from the appointment in volunteer's own vehicle.
- To be punctual and reliable when collecting clients
- To support and befriend the client during the visit. The extent of support which the volunteer can offer will be agreed prior to starting. The extent of support needed by the client will be different in each case, and so clients will be matched to a suitable volunteer.

- To remain calm in case of an emergency
- To report any problem or change in circumstances to the Home & Communities staff
- To be caring and considerate
- To maintain confidentiality
- To submit a time and expense sheet with details of journeys at the end of each month
- Work within Age UK Wirral's Health and Safety guidelines
- To undertake appropriate training as required
- To adhere to the policies and practices of Age UK Wirral
- Ensure that your work and attitude always reflects the aims and objectives of Age UK Wirral

### Requirements

| Essential  | Desirable   |
|--|---|
| <ul style="list-style-type: none"> <li>• Understanding of confidentiality</li> <li>• Access to own transport</li> <li>• Available on an ad hoc basis for volunteering</li> <li>• Respect and understanding for older people</li> <li>• Honest and trustworthy</li> <li>• Good communication skills</li> <li>• Patience and sensitivity</li> <li>• Ability to deal with emergencies</li> <li>• Sense of humour</li> </ul> | <ul style="list-style-type: none"> <li>• Previous experience of working/volunteering with older people</li> </ul> |

### DBS DISCLOSURE REQUIRED

### Training Given

A training programme will be given to new volunteers before they can begin. Subsequent training will be delivered at regular intervals.