



POSITION DESCRIPTION

Position Name:	Volunteer Driver - Community Transport
Hours:	Operating hours Mon-Fri 7am-7pm
Reports to:	Volunteer Manager and Community Organiser

ABOUT US

LINK Community Transport (LINK) is a not-for-profit organisation that services, benefits and supports diverse community groups, inclusive of the ageing population and people with disabilities. LINK supports people of all abilities and their carers (including those with culturally diverse backgrounds) by providing life-enriching services through effective, accessible, and flexible social and home support.

Our tailored transport services provide the missing link connecting clients to services, as well as to their family and social networks. Our volunteer drivers do a lot more than just transport people to their destination - they are an important connection and support to our clients. Simply put - we drive communities together!

Our Vision Seamless integration in the community, regardless

Our Mission Innovative services that enable and empower people and communities

Our Values Responsive, Empowering, Trustworthy, Human

Our Celebration of Diversity

The diverse background of LINK staff and volunteers reflects our commitment to providing services that recognise and respect the diversity of the people and communities we support. LINK respects, embraces, and is enriched by diversity, and is committed to continually improving our capacity to respond to the specific needs of all we service.

ROLE OVERVIEW

The Volunteer Community Transport Driver's main purpose is providing a great transport experience for the individuals using our service. You'll be assisting, supporting, and accompanying our clients in carrying out their daily activities - from medical appointments to shopping; visiting family and friends to group social outings.

You will be supported by LINK in many ways to successfully fulfill this role; training and skills development, clear processes and procedures, protocols; as well as understanding, learning and expanding on your current experience and knowledge of working with people with complex needs.

Time and Commitment

- Volunteer with LINK for regular weekly shifts, with the option to be available for emergencies (such as when a rostered volunteer is unavailable)
- We ask for a commitment to volunteering with us for 12 months
- Our current operating hours are Mon-Fri 7am-7pm

Benefits

- Ongoing evidence based, benchmarked, innovative professional development, training and support for your personal goals and/or professional growth
- A supportive environment for increased social engagement and connection
- Gain a sense of satisfaction, achievement, and pride by making a real contribution to the community, including the increased health and wellbeing of people

Location

Our Head Office is situated at 62 Keon Parade, Thomastown. LINK's fleet of vehicles are located at multiple hubs across Melbourne and our service is also expanding to meet demand in regional areas.

RESPONSIBILITIES

- Assisting and transporting passengers
- Navigating and timing journeys and keeping records as per procedures
- Maintaining a clean & safe vehicle
- Noting and reporting back to head office with any client issues or incidents
- Ensuring confidentiality of information is always maintained
- Contributing to a positive workplace, aligned to LINK's Mission, Vision and Guiding Principles
- Commitment to following policies and procedures and maintaining quality and safety standards, while working without direct supervision
- Other duties as directed

SELECTION CRITERIA

- A current and valid Victorian Driver's License
- Experience driving vehicles legally, safely, and considerately

- Satisfactory completion of checks and screening
- Good communication and client liaison skills
- Ability to work as part of a team
- Ability to take instruction and seek assistance
- Flexible, reliable, and patient
- An outgoing friendly personality, a caring attitude, and the ability to relate to people from all walks of life
- Basic competence in the use of mobile devices e.g., smart phones, tablets, and laptops
- Ability to respond in accordance with procedures, to any on-road issues and emergency situations
- Ability to safely carry out all the duties and responsibilities of the role

TRAINING & SUPPORT

Volunteers are the lifeblood of our organisation. We value our volunteers as skilled, knowledgeable, and professional individuals and we provide evidence-based, innovative and best practice support and training as part of our commitment to providing a high quality service, and the best possible experience for volunteers and clients alike.

We are continually developing our suite of training and support to best meet the needs of volunteers and clients.

Mandatory training:

- Induction & Orientation
- Peer Group Support Program
- NDIS Worker Orientation
- Level 2 First Aid
- Wheelchair & Hoist Training
- Driver App training
- Driver Mentoring

Opportunities for additional training:

Additional topics will also be on offer to provide further opportunity for professional development.

CHECKS & SCREENING

- Volunteer Application
- Reference Check
- Valid and current Victorian driver's license
- Police Check
- Working with Children clearance
- NDIS Worker Exclusion check