

JOB DESCRIPTION FOR VOLUNTEERS

Duties of all Volunteers

- To assist the organisation to provide a high quality service in compliance with the Aged Care Quality Standards and the NSW Disability Standards by ensuring you are aware of, and comply with, all Policies & Procedures that impact upon your position including:
 - This Job Description;
 - Consumers Rights and Responsibilities;
 - Code of Behaviour and Confidentiality Agreement;
 - Work Health & Safety; and
 - Team Member Performance Dispute & Grievance Procedures.
- To have input into the development and safe running of the Service by:
 - Identifying service problem areas, suggesting improvements and assisting in the further development of policies and procedures;
 - Assisting in the development of workplans as required;
 - Assisting in the Identification of unmet needs;
 - Promoting the Service to Consumers and the community;
 - Behaving in a professional manner, respecting all cultures;
 - Keeping records and providing data & reports as required;
 - Working under “Duty of Care” principles, exercising all reasonable care when working with Consumers and other Team Members;
 - Being mindful of safety and identifying and reporting any concerns for Consumers wellbeing, incidents, hazards, emergency situations or maintenance required according to Work Health and Safety (WH & S) procedures;
 - Attending training as requested;
 - Assisting in regular service evaluation.
- To assist the organisation to build a cohesive, constructive, happy and effective team by:
 - Assisting in the identification of the training and support you need to improve performance of your duties;
 - Participating in Team Member meetings, attending in-service training, supervision, workplace reviews and Team Member appraisals as required;
 - Keeping your supervisor informed of any problems that may arise in the performance of your duties;
 - Assisting in other duties while Team Members are on leave;
 - Supporting and working cooperatively with other Team Members including:

- The training of other Team Members as directed;
 - Behaving in a professional, honest and ethical manner, respecting persons, place and property;
 - Passing on all relevant and appropriate information to other Team Members to ensure the Service operates effectively; and
 - Undertaking your duties in a manner which enhances the well being of the team.
- Have your doctor sign a medical form stating you are fit to volunteer for The Service.
 - Other duties as reasonably required

Specific Roles – Driver

- Agree to a Criminal Record Check before commencing
- At all times drive the vehicle in a manner that is safe, appropriate and within the requirements of the Roads and Traffic Authority, Ministry of Transport and any other legislative authority required as per the organisations legal requirements
- Contribute to ensure that services run as close to schedule as possible
- To retain appropriate level of RTA licence required to fulfil duties be that in a car or bus
- Use only comprehensively insured vehicles that are registered with the Service. Ensure office staff have sighted and copied your current comprehensive insurance policy, Green slip, which states driver at fault and Roadside assistance.
- Ensure that at all times the number of Consumers at any one time does not exceed the legal carrying capacity of Consumers
- Follow directions on run sheets
- Ensure loose items are secured using safe and appropriate restraints
- Ensure all Consumers have seatbelts fastened before undertaking transport
- Carer Role:
 - To ensure all Consumers travel comfortably and safely between destinations;
 - Provide assistance to Consumers including the operation of wheelchair hoist and attachment of wheelchair restraint systems consistent with the safe functioning of the vehicle;
 - Assist Consumers with shopping or other baggage, including mobility aids, where necessary and when within the guidelines set down by the policies of the organisation; note: we do not enter the Consumers homes.
 - Provide assistance to Consumers accessing the vehicle and ensure safe door-to-door service;
 - Report back to Service Assessor any concerns regarding the Consumer's wellbeing or changes in their life circumstances on appropriate documentation; and
 - Hand in any Quick Compliments & Suggestion forms, Complaints Forms, Incident Reports to Supervisor as soon as possible.
- Maintenance role:

- Complete and give Daily Vehicle Check to Vehicle Administrator;
- Implement Organisational vehicle maintenance and safety procedures and take all necessary precautions to prevent damage to Service Vehicles;
- Report, to office staff, usage of any supplies in vehicle e.g. First Aid, Universal Precaution and Break down Kits, umbrellas, street directories, complaints/suggestion forms etc;
- Report all vehicle defects/concerns in writing to the office staff; and
- Leave vehicle clean, tidy and refuelled for next driver.
- Orientation/Training:
 - Undertake vehicle orientation when required; and
 - Undertake training on the use of the hoist and the manner of restraining wheelchairs.
- General:
 - Delivery service promotional material to relevant venues as requested.

Specific Roles – Passenger Attendant

- Assist Consumers with shopping or other baggage, including mobility aids, where necessary and when within the guidelines set down by the policies of the organisation
- Meet bus at designated time and place (allowing for hold up in traffic, etc.)
- Assist Consumers with getting off the bus
- Help Consumer back onto the bus and help load the shopping
- Report back to Driver any comments concerning the Consumer's well being or changes in their life circumstances so they can be documented
- Report to Driver any concerns or suggestions that the Consumer has told you so they can be documented

Specific Roles – Office Volunteer

- Photocopying
- Preparing mail for postage
- Ensuring promotional materials are sufficient
- Assisting in setting up for meetings/training
- Other duties as required
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Document History

2.02-2-10-v4 Job Description Volunteer		Date Approved			Next review due
<i>Date Reviewed</i>	<i>Amendments</i>	<i>Positions informed /trained regarding amendments</i>	<i>Method</i>	<i>Date</i>	<i>Date</i>
8/3/16	See improvement request	Team members	meeting	17/3/16	30/06/18
10/04/17	See improvement request	Team members	meeting	11/04/17	30/6/18
4/01/19	See improvement request	Staff and Board	Email/meeting	21/01/19	30/06/2021