

Volunteer Driver Job Description

Job Title: Volunteer Driver

Job Description: As a volunteer driver you will expand older adults' independence and community access by providing safe, reliable rides to vital living appointments and activities defined by our organization. Some participants may require additional assistance to and from their appointments.

Responsibilities:

- Attend transportation training sessions.
- Keep your direct report up-to-date on availability.
- Gain competency in using software or online portals for selecting and managing participant's ride requests.
- Call your rider within 24 hours of accepting a ride request to introduce yourself and let the participant know you will be providing the requested ride.
- Call prior to the ride to let the client know you are on the way to their home.
- Bring any necessary paperwork providing participant's home address, destination, and emergency contact information.
- Render assistance to and from home and appointment as stipulated by the Transportation Coordinator/Manager.
- Maintain safety of participants by providing a clean, maintained vehicle that is accessible to older adults.
- Ensure safety by making sure harness seat belt is in good working order and participant is secure before being in motion.
- Provide annual updates on vehicle insurance policy and registration.
- Observe all transportation and volunteer program policies and procedures.
- Immediately report incidences, accidents, or concerns to the Transportation Coordinator/Manager.
- Report all volunteer hours as outlined by the Transportation Coordinator/Manager.

Position Requirements:

- Must be at least 18 years of age.
- Possess a current driver's license.
- Have a good driving record.
- Pass a criminal background check.
- Maintain confidentiality of all participant information.
- Provide a vehicle in good working order that has passed all required safety inspections.
- Be physically able to safely enter and exit vehicles and assist customers into and out of the vehicle.
- Observe all Department of Motor Vehicle laws and regulations.
- Continually demonstrate good customer service through a friendly and supportive attitude while following diversity, equity, and inclusion principles.