

Community Transport:

Wollongong - Shellharbour

PO Box 693

Wollongong, NSW 2520

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ABN: 63 139 525 939

JOB DESCRIPTION

Name of Position Volunteer Support Person

Position Purpose To provide reliable and responsive assistance to Service Users using Community Transport Services. Community Transport Coordinator.

Accountable to Successful Criminal Record Check, Health Assessment.

Specific Requirements Recommended, no more than 16 hours per week.

Hours of Volunteering per week Eligible to claim reasonable and pre-approved mileage for use of own car and out of pocket expenses, where applicable.

Reimbursements Payable

Skills Essential

- Ability to relate, communicate and show empathy towards those who are transport disadvantaged including people who are frail, aged, younger people with a disability, carers, and special needs groups.
- Ability to abide by Council's Code of Conduct, Organisational Values and Services Policies and Procedures.
- Ability to work flexible hours / days.
- Ability to work as part of a team and a commitment to participate in regular team meetings and training.
- Ability to maintain confidentiality and privacy.
- Ability to be punctual and reliable.
- Ability to work with minimal supervision.
- Ability to take direction.
- Ability to treat all Service Users with dignity, respect and courtesy.

Skills Desirable

- Previous experience in a volunteer role within the community service sector.
- Knowledge of the Wollongong and Shellharbour Local Government Areas.

Specific Roles – Volunteer Support Person

- Be responsible for the welfare, comfort and safety of Service Users from their homes to their destination and return.
- Assist Service Users when getting on and off a bus or in and out of a project vehicle, with elbow assistance the only physical support provided where applicable.
- Assist with the collection, receipting and balancing of money received from Service Users;
- Communicate and answer the mobile phone when in the vehicle.
- To work within WH&S Guidelines and report incidents or accidents to the Office team.
- Check all Service Users are wearing seatbelts and remain seated during transit.
- Ensure loose items are secured using safe and appropriate restraints.
- Report to the Office team any concerns relating to the Service User's wellbeing or changes in their life circumstance.
- Provide support to the driver by checking for any danger when reversing out of all parking areas.
- Assist Service Users with shopping or mobility aids, where necessary and when within the guidelines set down by the policies of the organisation.

Probationary Period

Three (3) months. Regular performance and supervision sessions will be held during this time.