



Position Title: Office Volunteer

Department: Transportation

Reports To: Supervisor, Transportation

Program Description:

Toronto Ride is a partnership of not-for-profit neighbourhood- based community support service agencies. These agencies provide non-emergency assisted transportation service to meet the needs of the frail elderly and adults with disabilities in Toronto. The goal of Toronto Ride is to help our clients continue to live independently in the community by providing transportation service to their health care appointments.

Position Summary:

The Office Volunteer is responsible for assisting in the smooth functioning of the Transportation Department. Their responsibilities centre on collecting ride requests, maintaining organized notes and communicating the information in a clear and efficient way to the ride schedulers.

Quality, Health & Safety/Risk Management:

To reduce risk to clients, employees, volunteers and the agency, SPRINT Senior Care expects that all employees and volunteers will work within the mandate of their job description, and abide by the policies and procedures of the agency. Each volunteer is responsible for acting in a way that will not put him/herself or others at risk.

Training:

- ✓ Participate in an orientation session with the Volunteer Department and Transportation Supervisor
- ✓ Receive regular supervision from the Transportation Supervisor

Service Responsibilities:

- ✓ Answering incoming calls, taking messages, and ride requests from clients
- ✓ Checking transportation voicemails and returning messages left on the answering machine
- ✓ Making confirmation calls to let clients know the pickup times for their scheduled rides
- ✓ Other duties as assigned

Time, Commitment:

- ✓ Minimum of 3 hours per week, Monday - Friday, between the hours of 9:30am- 4:00pm.

- ✓ Flexible
- ✓ Shifts are either 9:30-12:30 and 1-4
- ✓ Six months commitment

Organizational Responsibilities:

- ✓ Represents SPRINT Senior Care and partner agencies positively and professionally in the community.
- ✓ Accounts to the Transportation Supervisor for role responsibilities.
- ✓ Adheres to and participates in all SPRINT Senior Care system requirements.
- ✓ Maintains accurate and complete documentation as required.
- ✓ Participates positively and contributes to the positive image of SPRINT Senior Care in the community.

Success Measures:

- ✓ Clients pleased with service
- ✓ Satisfaction from the volunteer

Benefits and Challenges:

- ✓ Helping seniors in the community
- ✓ Developing new friendships
- ✓ Feel direct accomplishment of helping your community
- ✓ Volunteer recognition
- ✓ Multi-tasking and problem-solving challenges

Qualifications:

- ✓ Satisfactory Police Records Check
- ✓ Good interpersonal skills
- ✓ Reliable, flexible, and able to deal with a multi-line phone
- ✓ Maintain client confidentiality
- ✓ Experience working in an office setting

Updated September 2014



Ontario

Toronto Central Local Health
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