



Position Title: Volunteer Driver

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 Volunteer Transportation Driver is responsible for directly driving clients on shopping trips. Drivers ensure clients are provided with safe transport. Drivers follow their driving schedules, maintain regular communication with Transportation Office Staff, report vehicle maintenance issues to the Transportation Supervisor, and participate in regular training sessions.

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:

- ✓ Report to transportation coordinators to gather instructions for client pick-up.
- ✓ Escort clients in and out of the vehicle.
- ✓ Provide light and friendly conversation with clients during ride.
- ✓ Drive agency vehicle to transport clients as directed by Transportation Office staff.
- ✓ Ensure that clients are safely in their seats with seat belts buckled.
- ✓ Responsible for client accessing vehicle to/from home and carrying grocery bags to client's front door.

- ✓ Responsible for gasoline fill-up
- ✓ Reports any deficiencies to the Transportation Supervisor.
- ✓ Complete circle check prior to taking vehicle.
- ✓ Other duties as assigned.

Time, Commitment:

- ✓ 4-6 hours per week, Monday - Friday, between the hours of 8:00am- 4:00pm.
- ✓ Flexible
- ✓ Six months commitment

Organizational Responsibilities:

- ✓ Represents SPRINT Senior Care and partner agencies positively and professionally in the community.
- ✓ Accounts to the Transportation Supervisor for driving 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 receive safe transport on their shopping trips
- ✓ 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
- ✓ City driving and parking challenges

Qualifications:

- ✓ Valid drivers' license
- ✓ Must be 25 years or older
- ✓ Satisfactory Police Records Check
- ✓ Satisfactory Ministry of Transportation drivers' abstract
- ✓ Good interpersonal skills

- ✓ Reliable, flexible, and able to deal with city traffic and multiple trips in a relaxed but efficient manner
- ✓ Maintain client confidentiality
- ✓ The nature of the job requires the incumbent to be physically able to assist clients, fold walkers and wheelchairs and place in the vehicles, and assist with grocery shopping bags
- ✓ Experience working with the frail elderly

Updated November 2013

