

CSRS Escorted Transportation Volunteer Driver Job Description

Section I – Position Information

Position Title: Escorted Transportation Driver

Purpose: To help CSRS clients remain independent and in their own homes as long as possible by providing escorted transportation to doctor's appointments, the bank and the grocery store. This program differs from many other transportation services for seniors because volunteers stay with and assist the senior during the outing.

Section II – Duties and Responsibilities

- Coordinate all trips through the CSRS Escorted Transportation Coordinator.
- Be punctual and dependable in picking up the senior client at the scheduled time.
- Accompany the senior client to the appointment.
- Stay with and assist the senior during the outing.
- Keep the CSRS Escorted Transportation Coordinator informed regarding your weekly availability.
- Provide CSRS Escorted Transportation Coordinator with a minimum 24 hour notice when unable to complete an assigned trip.
- Maintain confidentiality regarding client information.
- Record hours and mileage and submit completed forms to the CSRS Escorted Transportation Coordinator monthly.
- Regular vehicle maintenance to ensure safety of clients - seat belts **must** be available.
- Provide CSRS with annual updates on vehicle insurance policy and registration.
- Follow CSRS emergency procedures as outlined in the CSRS Volunteer Manual.
- Immediately report incidences, accidents or concerns to the CSRS Escorted Transportation Coordinator.
- Inform CSRS of any changes in address or phone number.
- Read the CSRS Volunteer Manual and become familiar with the services offered by the agency.

Section III – Time Requirement

- Minimum of four hours during the work week (Monday – Friday) between 8 AM – 5 PM.
- Volunteers will not be asked to drive on the weekend or stat holidays.
- Individual trip schedules (time & day) are flexible.

Section IV – Skills and Qualifications

- Physically able to offer support to frail clients.
- No health conditions that may impair ability to drive safely (vision, hearing, perception, reflexes).
- A valid driver's license and a minimum of one million dollar liability insurance.
- Safe driving record.
- Able to relate to seniors - patient, empathetic and good listening and communication skills.
- Access to a vehicle that is roadworthy, reliable and suitable for client's needs.
- Understand the limitations experienced by some seniors, such as mobility and hearing/vision loss.

Section V – Orientation and Training

- Volunteers are required to complete the CSRS virtual orientation. This may be done at your convenience. It takes approximately 30 minutes and is available on our website at www.calgaryseniors.org. Hard/CD copies are available for those without internet access upon request.
- Volunteers are required to attend a general volunteer training session. During this session, volunteers will receive a copy of the Volunteer Manual and will participate in a guided overview of the contents. Individuals will also have an opportunity to ask questions and meet other CSRS volunteers.
- The CSRS Escorted Transportation Coordinator will provide position specific training on the job.
- CSRS will endeavor to provide ongoing training and educational enhancements throughout the year.

Section VI – Reimbursement

- CSRS reimburses volunteer drivers twenty five cents per kilometer upon request.
- A volunteer can opt to receive a charitable tax receipt in lieu of compensation for mileage. (CSRS would issue a gas coupon to the volunteer and they, in turn, would write CSRS a cheque for the same amount. A tax receipt would then be issued in that amount).
- The cost of driver abstract can be partially reimbursed with a gas coupon upon receipt of first monthly record sheet.
- All parking costs are to be covered by the client.

Section VII – Supervision

- Volunteer Drivers will be supervised directly by the Escorted Transportation Coordinator. Any concerns regarding senior clients or scheduled trips should be directed accordingly.
- Changes in personal information, such as address or phone number, should be brought to the attention of the CSRS Receptionist, as well as the Escorted Transportation Coordinator.
- Opportunities to give feedback on the program will be provided by the Volunteer Team Leader. Questions or concerns regarding program management should be brought to the attention of either the Volunteer Team Leader or the Executive Director.

Section VIII – Screening

CSRS assigns each volunteer job position a rating based on our risk continuum. This scale has five increasingly rigorous levels of screening and supervision that correspond to the risk associated with a specific volunteer position. The Escorted Transportation volunteer position requires the highest level of screening possible because volunteers are unsupervised and transporting clients in their own vehicles. Volunteers must successfully complete the following:

- Application
- Interview
- Reference Check
- Police Security Clearance Check
- Provide a Driver's Abstract
- Provide Proof of One Million Dollar Liability Insurance

Section IX – Benefits

- A sense of pride and accomplishment for helping a senior maintain their independence.
- Improve communication skills.
- Gain new experiences and personal growth.
- Give back to your community.
- Free education opportunities, such as Defensive Driving and First Aid workshops.

Section X – Other

- The Escorted Transportation Coordinator will arrange appointments directly with clients and will contact the volunteers to provide service for a specific time.
- If a senior pre-arranges a trip with the volunteer, the volunteer must contact the office prior to driving so that agency insurance coverage will be in effect.
- The Escorted Transportation Coordinator will attempt to schedule trips in the area of the city which the volunteer resides. However, sometimes due to the shortage of drivers, the volunteer may be asked to drive outside their area. All volunteers have the right to refuse an assignment.
- All volunteers are required to abide by the conduct guidelines outlined in the CSRS Volunteer Manual.
- Cell phones are not to be used while driving. Volunteers must pull over to the side of the road and park if they are answering or using a cell phone.

Agreement/Approval

Date

Signature of Volunteer

Volunteer Name (Please Print)

Signature of Witness