



Policy

Volunteer Role Profiles

Minibus Driver

Role	Minibus Driver
Summary of Role	To drive any minibus, owned or hired by Redbourn Care Group, in a safe and responsible manner to deliver and return service users to specific locations and/or provide transport for organised outings.
Key responsibilities	<ul style="list-style-type: none">• To pick up service users from their homes and deliver them to selected destinations including supermarkets, day centre, swimming baths, and trip destinations.• To support service users in accessing the minibus (from home to minibus and vice versa).• To carry out a routine check of the minibus and report any damage or concerns promptly to the RCG office.• To act in a responsible and courteous manner at all times when undertaking duties for Redbourn Care Group.• To proactively suggest improvements in the service provided and participate in any working groups discussing the minibus service/provision if willing.• To comply with the RCG H&S Policy and guidance in ROSPA handbook for Volunteer Drivers.
Specific skills	<ul style="list-style-type: none">• Between 25 to 75 years of age to comply with insurance requirements.• Hold a clean full driving licence including D1 category.• 5 or more years driving experience required.• First Aid training would be beneficial.
Capabilities	<ul style="list-style-type: none">• Conscientious and able to check and respond to any issues that arise.• Able to work in a seamless manner with the courier to provide good service to the clients.• Able to deal with the unexpected in a calm, professional manner e.g. when a delay or emergency arises.

Courier

Role	Courier
Summary of Role	To provide safe assistance to passengers (clients) and to work effectively and efficiently with the minibus driver, as a team, to provide a high standard of customer care to all passengers.
Key responsibilities	<ul style="list-style-type: none">• To assist in the pick-up of service users from their homes, and deliver them to selected destinations including supermarkets, day centre, swimming baths, and trip destinations.• To support service users in accessing the minibus (from home to minibus and vice versa).• To act in a responsible and courteous manner at all times when undertaking duties for Redbourn Care Group.• To comply with the RCG H&S Policy and guidance in ROSPA handbook for Volunteer Drivers.• To proactively suggest improvements in the service provided and participate in any working groups discussing the minibus service/provision if willing.
Specific skills	<ul style="list-style-type: none">• First Aid training would be beneficial.
Capabilities	<ul style="list-style-type: none">• Ability to communicate effectively to a wide range of people.• Able to work in a seamless manner with the minibus driver to provide good service to the clients.• Able to deal with the unexpected in a calm, professional manner e.g. when a delay or emergency arises.

Car Driver

Role	Car Driver
Summary of Role	To participate in our Community Car Scheme, providing door-to-door delivery service for clients to health appointments and shopping (regulated activities) and social inclusion with a high standard of customer care.
Key responsibilities	<ul style="list-style-type: none"> • To pick up and return clients, using own car, from their homes and deliver clients to required destinations such as GP surgeries, hospitals, physiotherapy and dentist appointments and other agreed destinations. • To liaise with the client to agree destinations, timings, and any specific expectations or requirements e.g. wheelchair support/carriage. • To comply with RCG car driver requirements and Health and Safety policy at all times, including driving in a safe and responsible manner. • To act in a responsible and courteous manner at all times when undertaking duties for Redbourn Care Group. • To proactively suggest improvements in the service provided and participate in any working groups discussing the car driver service if willing.
Specific skills	<ul style="list-style-type: none"> • Have own car. • Have clean driving licence, including category B, comprehensive insurance valid for voluntary driving, current MOT and vehicle regularly maintained in safe driving condition. • First Aid training would be beneficial.
Capabilities	<ul style="list-style-type: none"> • Ability to communicate effectively to a wide range of people. • Able to deal with the unexpected in a calm, professional manner e.g. when a delay or emergency arises.

Office Support

Role	Office Support
Summary of Role	Respond to all callers and visitors seeking information or transport services, as part of the administrative team, whilst seeking to provide a high standard of customer care to all clients, and potential clients and volunteers.
Key responsibilities	<ul style="list-style-type: none"> • To liaise with client to understand requirements and organise transport by contacting car drivers, providing them with full information to fulfil any requests. • To deal with other queries from volunteers and prospective supporters in a timely manner and/or proactively ensuring that these are communicated to the Office Manager or other relevant person. • To keep appropriate records as required and fulfil all other reasonable duties under the guidance of the Officer Manager. • To act in a responsible and courteous manner at all times when undertaking duties for Redbourn Care Group. • To proactively suggest improvements in the service provided and participate in any working groups discussing the office service if willing.
Specific skills	<ul style="list-style-type: none"> • An ability and interest in learning to use an office database system which includes a calendar of activities involving matching clients with volunteers
Capabilities	<ul style="list-style-type: none"> • Conscientious and accurate in record keeping and completion of necessary documentation. • Able to work in a seamless manner with the Office Manager and other office support volunteers to provide good service to the clients. • Proactive and able to deal with the unexpected in a calm, professional manner e.g. when an urgent or unusual issue arises.

Trustee

Role	Trustee
Summary of Role	<p>To ensure that Redbourn Care Group/Trust is carrying out its purposes for the public benefit in accordance with the mission of the Charity(s).</p> <p>To fully comply with its governing document and all legal/regulatory requirements.</p>
Key responsibilities	<ul style="list-style-type: none"> • Act in its best interests of the charity as agreed and defined by its charter and mission. • Manage the resources (financial, physical, and personnel) responsibly. • Act with reasonable care and skill at all times. • Ensure that the charity is accountable to its members and acts in accordance with the Charity Commission requirements for Trustees • Keep appropriate records as required and fulfil all other reasonable duties under the guidance of the Chairman and Officers. • To act in a responsible and courteous manner at all times when undertaking duties for Redbourn Care Group. • To proactively suggest improvements for the RCG and lead/participate in any working groups to enhance our service provision and funding.
Specific skills	<ul style="list-style-type: none"> • Must be at least 18 years of age and properly appointed following the procedures and any restrictions in the charity's governing document. • Ability to use computer and Word, PowerPoint, Excel programmes would be welcomed but is not required.
Capabilities	<ul style="list-style-type: none"> • Able to understand and communicate effectively with a wide range of people and organisations. • Able to lead a project or part of the work of the RCG, seeking agreement and support from other Trustees and members as required. • Able to make decisions and recommendations that take forward the work of the RCG. • Demonstrates the ability to lead and adapt to change, showing flexibility in thinking and approach when required.

This policy will be subject to review at intervals of two years.

Policy approved and adopted by all Trustees: April 2019.



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