**Volunteer Role Outline**

**Drivers Take Home and Settle**

To work as part of a team of volunteer drivers to help transport older people from hospital to their home where they will be met by an Age UK carer. Volunteers use their own cars and will be reimbursed for mileage incurred.

Age UK South Lakeland supports older people living in the district by providing services and activities to help them live independent lives in the community, and supporting them through difficulties**.**

**Responsible to:**

**Take Home and Settle Project Officer**

Support in Volunteering issues will be provided by the Volunteer Support Officer.

**Tasks and Responsibilities**

* Attending the hospital ward, meeting the person and escorting them to the car.
* Ensure the person is safely seated in the vehicle.
* Transport the person to their home address where an Age UK carer will meet them on arrival
* Liaising closely with the Take Home and Settle Project Officer, seeking advice , support and guidance when required
* Participating in training, supervision and support sessions as required.
* Carrying out tasks according to our policies and standards ( in particular confidentiality, equal opportunities, health and safety)
* Working as part of a team and with other Age UK South Lakeland staff and volunteers

**Skills and Experience required.**

Full clean driving licence and use of own vehicle.

An interest and empathy with older people

Good listening and communication skills

A non-judgemental approach to people

A good sense of humour

Willing ness to work according to guidelines and standards

Flexibility to meet clients’ needs

The role requires and enhanced DBS check

**Age UK South Lakeland’s Commitment**

The role will be supervised by the Take Home and Settle project officer and fully supported by the Volunteer Support Officer. Information, induction and training will be provided and all out of pocket expenses will be reimbursed.

**Time Commitment**

To be arranged between the Manager and the Volunteer.

**Training Requirements**

Volunteer Induction Course

Safeguarding Vulnerable Adults

First Aid Course

**Other Support**

* Use of a car and a full, clean driving licence may is a requirement of this role. Volunteers are responsible for ensuring that their vehicle insurance policy is covered for “Business Use” and the mileage rate paid is intended to cover any extra cost.
* All necessary out of pocket expenses such as car parking will be fully reimbursed on production of a receipt or used ticket.
* There will be opportunities to meet with other Age UK South Lakeland volunteers at volunteering events and you will be kept informed about volunteer opportunities available within Age UK South Lakeland
* Whilst volunteering for Age UK South Lakeland you will be covered by our Public Liability insurance.

**Information Security**

*“As a Volunteer with Age UK South Lakeland you may see or hear personal information relating to people who use Age UK South Lakeland services, as well as fellow volunteers and employees. You may also see or hear confidential information about Age UK South Lakeland itself. We have policies and procedures that volunteers must follow relating to information security, confidentiality, records management and the handling of personal data which enable us to meet our data protection obligations.*

*Advice on how to respond to a request for information you believe is confidential or sensitive from people or organisations outside Age UK South Lakeland must be sought from your line manager. It is also important that you are familiar with the support network open to you within the organisation should you need to discuss any information you have been given.*

*If you do not follow the organisation’s rules regarding the control of relevant information (Information Governance) we may consider that you have not met our expectations of you as a volunteer, which may lead to your opportunity to volunteer being withdrawn.”*