



Volunteer Position Descriptions Handbook



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Volunteer Car Driver – MCCS Vehicle

Reporting to: Transport Scheduler

License: C Class license and good driving record

Time Commitment: Normally whole day (8am – 4pm) some half days

Description of Role

- Provide safe and courteous transport for clients including assistance from home to car and car to destination where required.
- Collect Passenger Runsheet and ensure details of request are fully understood before leaving the office.
- Accurately complete Runsheet, Volunteer Timesheet and any other reporting forms as required.
- Ensure office is advised of any changes to Passenger Runsheets e.g. cancellations at the door.
- Ensure any follow up bookings or arrangements are referred to the Transport Scheduler. No arrangements are to be made between the volunteer and the client.
- Notify office as soon as possible if unable to carry out shift.
- Assist with the orientation of new volunteer team members.
- Ensure all road rules are strictly adhered to. Any fines incurred are the responsibility of the driver.
- Accurately follow procedures set down in the Accident Procedure, in the case of an accident or emergency.
- Ensure the safety of passengers in the event of a breakdown or flat tyre and notify the office of the event.
- Enforce the No Smoking Policy in all vehicles and when working.
- Inform the office using the correct reporting procedures, of any observed risk in any area where service provision is occurring e.g. with vehicle, at client's premises, at destinations as well as around the organisation's premises or vehicles.
- Leave the vehicle adequately fuelled at the end of the day. Fuel card should be in the vehicle.
- Accurately complete the Daily Vehicle Checklist and report any anomalies immediately, using appropriate reporting methods.
- Use mobile phones safely and not take calls unless vehicle is stationary.
- Ensure familiarity with locations and use of all items in vehicle. See Vehicle Location Guide.



Volunteer Shopping/Transport Assistant – Own Vehicle

Reporting to: Client Services Coordinator

License: C Class license and good driving record

Other: Comprehensively or Third Party Insured vehicle (accessible for older people)

Time Commitment: Ranges from 2 hours – 4 hours

Description of Role

- Accompany clients from home to destination remaining with them at all times assisting with individual needs.
- Ensure your vehicle is in a clean and tidy condition when transporting clients
- Pick up the client from their home and take them to their designation. If client is using Community Transport, meet them at their designation at the appointed time.
- If the client is shopping, assist them with the trolley, lifting groceries from shelves, going through the check out and placing bags in trolley.
- Either take the groceries to the client's door or if permitted take groceries into the home. Place groceries on table or unpack groceries into client's cupboards with direction.
- If shopping for the client, pick up shopping list and money from client. Shop at designated supermarket and take back groceries to client's home and either drop them off or unpack, as directed by client. A Disclaimer Form for Client Money Handling will need to be completed and signed by client and volunteer.
- If invited by the client either at the venue or at home, volunteer can have refreshments and a chat after the service.
- Provide feedback to Coordinator on completion of service, if there are any client issues.
- Work within WHS guidelines.



Group Activities Volunteer

Reporting to: Social Support Coordinator

License: Not required

Time Commitment: Normally around 4 hours

Description of Role: Assist staff to provide a safe and happy environment for small groups of clients attending various activities

Position Description

- Be accountable to the staff member present for guidance and direction.
- Meet the clients at the designated venue and time.
- Assist staff with setting up and preparation for the activity.
- Greet and welcome clients as they arrive and ensure they are familiar with each other.
- Assist clients with individual activities ensuring that independence is encouraged.
- Assist with meal serving, table clearing and washing up, as required.
- Spend time with clients on a one to one basis to ensure their individual needs are addressed. Ensure they are included in the activities and conversation.
- Provide feedback to staff, reporting any client issues.
- Work within WHS guidelines.



Volunteer Social Visitor

Reporting to: Client Coordinators

License: C Class license and good driving record

Time Commitment: Ranges from 1 hour – 3 hours

Description of Role: Visiting clients in their own home or at an agreed location in order to provide companionship and social interaction on a regular basis.

Position Description

- Visit the client in their home to provide social interaction and general assistance with tasks which may include reading, writing letters, games, walking, talking, morning/afternoon tea or other appropriate activities.
- Take the client for a short drive or to visit someone.
- Provide feedback to the Coordinator on completion of service, reporting any changes observed in the client, the house or other relevant aspects of the situation.
- Work within WHS guidelines



Volunteer Home Handyman

Reporting to: Client Coordinators

License: C Class license and good driving record

Time Commitment: Ranges from 2 hours – 4 hours

Description of Role: Carrying out minor repairs in client's homes (not trade related).

Position Description

- Provide the negotiated assistance to the client following instructions given to you by the Coordinator, which may include the following:
- Replacing tap washers
 - ❖ Changing light bulbs or smoke alarm batteries
 - ❖ Refixing tiles in bathrooms or kitchens (small jobs only)
 - ❖ Repairing letterboxes or other small timber items
- Be responsible for assessing the requirements of the task, purchasing materials required and returning to clients home to carry out the repair. A Disclaimer Form for Client Money Handling will need to be completed and signed by client and volunteer.
- Work within WHS guidelines.



Volunteer Bus Assistant – Weekday General Services

Reporting to: Transport Scheduler

License: Nil

Time Commitment: Normally whole day (8am – 4pm), some half days

Description of Role

Providing support for clients using the Community Transport buses by accompanying them from home to bus and bus to destination. Assisting with seat belts and other safety equipment, and monitoring clients during transport.

Position Description

- Work in accordance with the Safe Operating Procedures for Bus Assistants and follow direction from the driver.
- Assist with the care and safety of the passengers on the bus and ensure that they are not left alone in the vehicle at any time.
- Provide a happy relaxed atmosphere as well as security. Monitor clients by travelling in the rear of the vehicle, where possible.
- Assist clients from home to vehicle, into their destination and returning to their home.
- Ensure water bottles and mobile phone are collected from lunch room before departure.
- Be responsible for answering the mobile phone, taking messages and passing messages accurately to the driver while the vehicle is in motion.
- Provide guidance for the clients when using handrails and to the most appropriate seating.
- Assist with individual seat belt connection, when required.
- As instructed by the driver, either accompany client into the appointment and notify receptionist of attendance or remain on the bus to monitor the wellbeing and comfort of remaining clients.



Volunteer Bus Assistant – Social Outings

Reporting to: Transport Scheduler

License: Nil

Time Commitment: Normally whole day (8am – 4pm)

Description of Role

Providing support for clients using the Community Transport bus to attend social outings by accompanying them from home to bus and bus to venue, assisting with seat belts and other safety equipment. Monitor clients during transport as well as assisting with meals, drinks and other activities.

Position Description

- Work in accordance with the Safe Operating Procedures for Bus Assistants and following directions from the driver
- Meet the bus driver at MCCS premises at the designated time
- Adhere to any instructions given by the driver in relation to particular clients or the destination
- Assist with the care and safety of the clients on the bus and ensure that they are not left alone in the vehicle at any time.
- Assist clients from their home to the vehicle, into the venue and returning to their home.
- Be responsible for ensuring water bottles and mobile phone are collected from lunch room before departure.
- Be responsible for answering the mobile phone, taking messages and passing messages accurately to the driver while vehicle is in motion.
- Provide guidance to the client in use of handrails and to the most appropriate seating.
- Assist with individual seat belt connections when required.
- Assist clients at the venue with meal ordering and service.
- Ensure that all client needs are being met in relation to comfort stops.
- Provide a happy relaxed atmosphere for clients in cooperation with the other volunteers and the driver.
- Ensure that all the clients remain together at stops and that clear directions are given if any clients are leaving the main group.



Volunteer Bus Assistants are not responsible for:

- Manual handling of clients, walking frames or wheel chairs
- Attaching straps to wheel chairs for the tie down process
- Carrying bags, parcels or other items apart from those assigned to them by the driver
- Entering client homes unless under the direct supervision of the driver
- Assisting clients with personal care or toileting, eating or with taking medications

Volunteer MOW Assistant

Reporting to: MOW Support Worker

Licence: Nil

Time Commitment: 8.00 – 11.00am

Description of Role

Assisting with Meals On Wheels duties, packing eskies, washing up, cleaning and general duties related to preparation of meals for delivery.

Position Description

- Follow the daily task allocation passed on by MOW Support Worker during daily brief which may include:
- Packing of snacks and juices.
- Cleaning and sanitising eskies.
- Assist with packing meals into eskies.
- Assist with cleaning and washing duties.
- Assist with other duties where requested.
- Strictly adhere to all aspects of Food Safety and WHS regulations as explained to you by MOW Support Worker.



Volunteer Meals Delivery Driver

Reporting to: MOW Support Worker

Licence: C Class licence and good driving record

Time Commitment: 8.30 – 11.00am (approximately)

Description of Role

Safely deliver meals to clients in their homes, driving your own vehicle or vehicle provided.

Position Description

- Arrive at MCCS premises on rostered day and time.
- Check whiteboard in volunteer area for instructions for the daily run.
- Check the run sheet for meal delivery and familiarise yourself with any special instructions.
- When eskies are loaded into your car, drive car following directions on the run sheet, in communication with Volunteer Delivery Assistant.
- At the clients home, cross check client meals with Assistant taking care to deliver correct meals to correct client.
- Ensure Food Safety instructions are followed accurately.
- Return eskies and run sheets to base on completion of run.
- If returning meals, see MOW Support Worker immediately to report situation and complete Volunteer Feedback Form.
- Provide feedback to MOW Support Worker on completion of service reporting any client issues.
- Work within WHS guidelines



Volunteer Meals Delivery Assistant

Reporting to: MOW Support Worker

Licence: Nil

Time Commitment: 8.30 – 11.00am (approximately)

Description of Role

Assisting the Meal Deliver Driver by following run sheet, cross checking meals with clients and taking meals into home.

Position Description

- Arrive at MCCS premises on rostered day and time.
- Check whiteboard in volunteer area for instructions for the daily run.
- Check run sheet for meal delivery and familiarise yourself with any special instructions.
- Accompany allocated Driver and assist with directions according to the run sheet.
- At the clients home, cross check client meals with Driver taking care to deliver correct meals to correct client.
- Ensure Food Safety instructions are followed accurately.
- Take the meals in and say hello to the client.
- Provide feedback to MOW Support Worker on completion of service reporting any client issues.
- Work within WHS guidelines.



Volunteer Friends of MCCS Sub Committee

Reporting to: CEO

License: Nil

Time Commitment: Varies

Description of Role

Assisting to organise and deliver fundraising events for the purpose of raising money for the organisation to enable appropriate expenditure for purposes not funded or outside of funded scope.