

# Volunteer Role Statement

## Volunteer Transport Assistant

### Overview of the role

The Rockingham Connect Community Transport Service (RCCTS) provides door-to-door transport for eligible residents living in the City of Rockingham. The service operates two mini-vans, one of which is wheelchair accessible.

The RCCTS collects eligible clients from their homes and transports them to their chosen destination. Clients are then collected from a specific departure point at a predetermined time and taken home again. Transport is not available for individual medical appointments.

The RCCTS operates with the support of dedicated volunteers. To enable the service to grow and meet the needs of our clients and community, new volunteers are always welcome.

### Role details

Work Type:	Voluntary
Location:	Various within the City of Rockingham, base at Autumn Centre
Hours and days per week:	Up to three hours shifts
Start Date:	Various
End Date:	Various
Number of positions available:	TBC

### Key Responsibilities

- Assist with safe transportation of clients to or from their home or other destinations in accordance with RCCTS guidelines and procedures.
- Complete all RCCTS documentation in the required timeframe.
- Support clients safe vehicle entry and exit through the deployment of aids
- Manage client enquiries and provide appropriate information or redirect to Rockingham Connect office as required.
- Manage incoming calls received on RCCTS phone.
- Collect clients' payments.
- Provide navigation support to Volunteer Driver if required.

### Essential Qualifications, skills, attributes and qualities

#### Essential

- National Volunteer Police Check
- Great communication and interpersonal skills
- Reliable
- Able to work autonomously and as part of a team
- Ability to follow instructions and procedures

#### Desirable

- Possession of current 'Provide First Aid HLTA1D003'
- Previous experience working with the community, either in a paid or volunteer capacity

#### General

- Friendly and positive outlook
- Ability to perform in high stress situation
- Must be a City of Rockingham resident
- Induction and training provided

#### Physical attributes required

#### Essential

- Ability to sit in a bus for a period of time (up to two hours).
- Ability to lift items up to 8kg (occasionally).

#### How to apply

Request a Volunteer Application Form from [customer@rockingham.wa.gov.au](mailto:customer@rockingham.wa.gov.au) or 9528 0333.