
Volunteer Profile

Community Transport Buddy

Elmbridge community transport scheme operate from a depot based at River Mole Business Park in Esher and provide various types of accessible transport services to Elmbridge residents.

The dial-a-ride service provides door-to-door transport to various locations e.g. hairdresser, chiropodist or hospital appointments. A popular element of the service are the regular weekly shopping trips that take place to nearby shopping centres.

What does this role involve?

- Meeting the community transport vehicle at the shopping centre
- Ensuring the clients alight the community transport vehicle with the support of the Community Transport Driver and safe re-boarding of the vehicle at the end of the trip
- Supporting clients who are partially sighted, wheelchairs users or those who struggle with physical disabilities whilst they do their shopping (volunteers will not handle any money/credit cards on behalf of the client)
- Some members will need support with walking as they may use a frame/walking stick whilst some may require to be pushed in a wheelchair

Where is this role based and when will I be needed?

We are currently operating shopping trips to Brooklands Centre in Weybridge on Monday, Wednesday and Thursday.

Volunteers need to make their way to Brooklands Centre by 10:50am ready to meet the bus at 11am. Shopping trips last for 1.5 hours.

You can give as much time as you want so could volunteer once a week, once a fortnight or once a month for the trips.

Who will I report to?

Volunteers will report to the Community Transport Manager, who will provide you with any information and support you need whilst volunteering with us.

Who would this role be suitable for?

This role would be ideal for someone who:

- is outgoing and enjoys meeting people
- is looking for a regular or ad hoc volunteering
- wants to volunteer during school hours
- would like to make a difference in their local community and directly support people to maintain their independence at home

Are there any requirements for this role?

All volunteers are responsible for making their own way to the appropriate shopping centre.

You may also need to visit the depot for training or meetings.

Community transport services are unable to cover any expenses incurred by volunteers for this role.

Will I have to do any training?

You must undertake training in moving and handling which will be provided by community transport.

As part of your induction, training will be given outlining the other services provided by community support services and you will receive a copy of our 'Transport Operational Guide'.

Will I need a DBS check?

As this role means you will be dealing with vulnerable adults, a basic disclosure and barring service (DBS) check will be required. Our Volunteer Coordinator will support you with the necessary forms during your application.

This sounds like the role for me! How do I apply?

If you've decided this role is right for you, you can contact our Volunteer Coordinator on 01372 474 552 or email commservices@elmbridge.gov.uk.

They will then arrange a meeting with you to discuss what you would like to get out of the role and take you through the application and DBS process.

Please note that for all our Volunteers we require two references, either from an employer or a character reference from someone who knows you.