
Volunteer Profile

Community Transport Shopping Companion

What is Community Transport?

Elmbridge Community Transport provides accessible transport to Elmbridge residents, including Dial-a-Ride, Hire-a-Bus (for local volunteer groups and residential homes) and weekly shopping trips to supermarkets across the borough.

Where is this role based?

Volunteers are required to meet their assigned client at their home prior to the buses' arrival. Our clients live throughout the borough.

You may also be required to visit the Community Transport Depot at the River Mole Business Park in Esher, for any training sessions required for your role.

What does this role involve?

- Meeting your assigned member at their home and accompanying them on the bus to the shopping centre of their choice.
- Supporting with the shopping- some members will need support with walking as they may use a frame/walking stick some members may require to be pushed in a wheelchair.
- Volunteers will not be handling any money/credit cards on behalf of the Community Transport member.
- Accompanying the member on the Community Transport vehicle back to the member's home.
- Support with unpacking shopping if necessary.

When will I be needed?

Shopping trips are weekly, with the Community Transport bus collecting members from their house at 10.30am and returning by 1.30pm.

Who will I report to?

All volunteers will report to and be supported by the Community Transport Manager

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 volunteering opportunity.
 - Would like to make a difference to people in their local community.
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Are there any requirements for this role?

Volunteers will need to be able to assist someone with a mobility impairment- either carrying their shopping or pushing a wheelchair. You will also need to be able to make your own way to your assigned member's home for the start of the shopping trip each week.

Will I have to do any training?

Moving and handling training is required for this role, which will be provided by the Community Transport Team before you start volunteering. You'll also be given an overview of all the Elmbridge Community Services which might be beneficial to your shopping buddy.

Will I need a DBS check?

As this role means you will be dealing with vulnerable adults, an enhanced 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 on a role that's right for you, you can contact our Volunteer Coordinator on 01372 474 552 or email commservices@elmbridge.gov.uk.

The Community Transport manager will then arrange a meeting with you at the River Mole Business Park to discuss what you would like to get out of the role and what is required from you.

If you are still interested in the role, we will arrange to complete the necessary paperwork and take you through the 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.