

## Shuttle Driver Volunteer

**Reports to:** Volunteer Coordinator and Family Programs Coordinator



**Purpose of Role:** To ensure families and guests staying at RMHC-SK have a reliable and safe shuttle that takes them to/from the hospital. As a member of our Volunteer Team, you help create a friendly and comfortable environment by assisting the daily operations of the House, and supporting families as needed. You act as an ambassador of RMHC-SK and our values both in the House, on the shuttle, and in the community.

### Qualifications:

- Able to deal with the public, staff & other volunteers in a supportive, friendly and hospitable manner
- Have a valid Saskatchewan Driver's License that will be in the shuttle at all times while driving
- Provide a Driving Abstract – clean driving record for past 5 years
- Completion of a Car Seat Safety course (provided by RMHC-SK during volunteer training)
- Able to commit to a regular weekly shift
- Attend a Volunteer Orientation and Training Session
- No health concerns that may impair ability to drive safely (vision, hearing, or taking certain medications)
- Enthusiastic and willing to take initiative
- Friendly, patient, reliable & have good communication skills
- Able to be an understanding and compassionate listener but not a counselor or problem solver
- Able to deal with a variety of people and situations in a sensitive manner without imposing views or passing judgments
- Understand and practice confidentiality
- Be dependable, arriving on time as scheduled
- Keep a neat and clean appearance
- Able to pass a Police Record Check

### Responsibilities:

- Act as an agent of exceptional hospitality ensuring that the shuttle is reliable and safe for families to use
- Responsible for the safety of passengers using the shuttle
- Record passenger information and shuttle statistics on each shift
- Check in at the Volunteer station at the beginning of your shift to learn about any updates important to your role, and always wear your name tag

- Ensure that you communicate important family updates to House staff
  - NOTE: As a shuttle driver you will have first contact with families after their day at the hospital. You may hear about new diagnoses, passing of children, etc. long before the House has received this information.
- Ensure that communication with Family Programs Coordinator and Volunteer Coordinator is frequent to ensure concerns are addressed in a timely manner
- Immediately report any incidences, accidents or concerns
- Declare any changes to your Drivers Abstract
- Remember to help yourself to cookies and coffee as well as breakfast and dinner when available. 😊

**Time Commitment:**

- Shifts vary in length and frequency
- At minimum, shuttle drivers are required to fulfill a once per week commitment or more if desired
- Shift times are from 7:30am – 10:30am;

**Parking:**

We recognize that parking is a challenge in our community. We would recommend, if possible, that you walk, bike, bus, or get dropped off. If you must drive, we request the following:

- For visits to the House 2 hours or less, please park on University Drive west of Clarence Ave.
- For visits two hours or longer, park in the ONE volunteer parking space in the lot (if open). Alternatively, you can park in a family parking space in the lot if there is one available. **If you are parking in the lot, you MUST register with the front desk to ensure we are able to contact you while on your volunteer shift in case of needing to move your vehicle for emergency. Unregistered vehicles may be towed.**