

**Job Title: Driver**

**Purpose:** The Shepherd's Center needs your help providing transportation for those who are 60 and older. Transportation means independence and freedom, and that is what you will be giving to your riders, supporting the Center's mission to improve and enrich the lives of older adults and enable them to continue to live in their own homes.

**Key Responsibilities:**

- Provide round-trip transportation to medical appointments and/or grocery stores.
- Call passenger the day before a trip to introduce yourself and verify ride time.
- Be punctual and dependable in picking up clients at the scheduled time.
- Report any problem stemming from a transportation assignment.
- Report any health, safety or well-being concerns regarding passengers.
- Call immediately if unable to keep an assigned ride request.
- Inform the office of changes in your availability and when you will be out of town.

**Other Specifics:**

- All rides are coordinated through The Shepherd's Center office with the use of RideScheduler, an online computer program. You are contacted by phone or email or you can select assignments yourself online.
- Drivers are matched up with clients by zip code in order to reduce the distance travelled.
- Drivers have the right to refuse any assignment.
- Drivers do not lift passengers or transport wheelchairs.
- Our clients are able-bodied cheerful folks who can get around on their own. They just don't drive anymore and are so appreciative of the friendly assistance given to them.

**Qualifications:**

- Understand and support The Shepherd's Center mission and programs.
- Have access to a vehicle that is roadworthy, reliable and suitable for clients' needs.
- Have a valid driver's license, liability insurance and safe driving record.
- Have a general knowledge of metro Richmond.
- Understand the limitations experienced by some seniors, such as mobility and hearing/vision loss.
- Interact with diverse populations.
- Be patient and courteous under all types of circumstances, and maintain a warm, helpful and friendly attitude.
- Balance concern for clients with appropriate boundaries.
- Be reliable and work independently.

**Time Commitment:** The frequency of rides is up to the driver. Choose how often, when, where and who you will drive. Appointments are scheduled between 9:00 a.m. and 3:30 p.m., Monday through Friday. Drivers will not be asked to drive on the weekend.

**Reports to:** Executive Director

**Orientation and Training:** Training for this position will be provided. You will be given a clear understanding of procedures and are provided ongoing support throughout your service. The executive director and staff are always available for assistance and to answer questions.

**Benefits:** A sense of pride and accomplishment helping seniors maintain their independence. The satisfaction of working with those in need and giving back to your community. Meet new people and gain new experiences. Auto and medical coverage over and above the policy amount carried by the volunteer.