

Volunteer Driving Program Tool Kit Volunteer Driver Competencies

Volunteer Driver Competencies

Recruiting and maintaining a pool of compassionate, qualified and motivated drivers is essential to the success of any volunteer driver program. Volunteer drivers, and the way in which they perform their duties, will influence the opinion the community has on [ABCD], for better or for worse. Riders are entitled to good service and performance, even if the service comes at minimal or no cost. A volunteer driver not only requires driving skills, but well developed interpersonal skills. Both sets of skills should be reflected in the volunteer position from application to exit interview, and must be considered requirements for the role.

Requirements for the role:

Drivers must have the following skills and qualifications:

- be 21 years of age or older [18]
- have at minimum five years of driving experience [2 years]
- have a good driving record
- hold a valid driver's license, registration and insurance
- own a trustworthy vehicle
- be responsible for the upkeep and safety of the vehicle
- be in good physical and mental health
- be physically able to assist riders should it be required
- willingness to drive without distractions (cell phone, texting, ear pods, eating while driving)
- able to consistently drive defensively and obey traffic laws
- be skilled at maps and logistics

Drivers must have the following personal attributes and qualities:

- empathy, compassion and a non-judgemental approach with elders
- kindness and patience with a pace different from one's own
- supportive listening skills
- reliability and punctuality
- able to take direction from the Manager of the Volunteer Driver Program
- flexibility and adaptability to emergency situations
- willingness to help make a difference in a senior's life

Drivers must be willing to respect and observe [ABCD]'s policies, procedures, codes of conduct and ethics.