

VOLUNTEER “SHUTTLEBUG” DRIVERS

Purpose of the Position

- To drive our Shuttlebug vehicles on a regular, circulatory route around the hospital campus, picking people up and delivering them to main buildings and car park areas.

Key Tasks of the Volunteer are:-

1. To circulate Waikato Hospital campus on a regular route.
2. To pick people up and transport them to main buildings or car park areas.
3. To identify where parking spaces are available and assist people looking to park their vehicles.
4. If necessary to link people up with Hospital Host, Reception/Enquiries staff or Wilson Parking for further assistance.
5. To provide directions to visitors, patients and their families.

Volunteer Shuttlebug Drivers – Special Considerations

- Driver’s must have a current driver’s licence.
- Drivers are to operate “Shuttlebug” vehicles in a manner ensuring the safety and welfare of their passengers at all times.
- Driver’s must have read the Waikato DHB’s Motor Vehicles – Safe Use Policy and be familiar with relevant policy requirements.
- Only authorised volunteers are to drive “Shuttlebug” vehicles.
- “Shuttlebug” vehicles must only be used for the purposes identified within the scheme outlined.
- Any maintenance issues are to be identified and reported to the appropriate personnel.

Expectations – it is expected that Volunteers will:-

- **Be polite at all times and treat members of the public, patients and staff with dignity, courtesy and consideration**
- **Assist patients and visitors in a manner that ensures their safety and comfort at all times**
- **Respect people’s right to privacy at all times**
- **Ask for assistance from staff and refer all problems to the Volunteer Coordinator when required**
- **Communicate with and follow the direction/guidance of staff**
- **Provide feedback as required on tasks undertaken**
- **Report accidents or incidents immediately**
- **Comply with the requirements of WDHB policies**
- **Comply with the required Volunteer dress code**
- **Bring any ideas, concerns or issues to the Volunteer Coordinator for discussion**
- **Volunteers are required to take a morning/afternoon tea break during their rostered duty time.**