



SWAN Transport Volunteer Driver Role Description

Role Title: Volunteer Driver

Role Purpose: To safely transport passengers who are unable to access other forms of transportation independently using your own vehicle (unless otherwise specified), and to be an advocate for SWAN Transport.

Role Location: Volunteer Drivers will travel the area of Bath and North East Somerset (BANES), with occasional travel outside of the region. SWAN will do its best to match drivers with passengers located nearby.

Hours: This is a fully flexible role supporting a wide range of passenger journeys. The service operates 9am – 5pm Monday to Friday, with occasional journeys scheduled at weekends or outside of regular operational hours. It is recommended that Volunteer Drivers make a minimum of 1 journey per week whenever possible.

The SWAN office is staffed 9:30pm – 3:30pm Monday to Friday.

Reports To: SWAN Transport Manager

Responsibilities:

- Using your own vehicle to transport passengers in a timely manner
- Maintaining your vehicle to a safe standard for driving, including keeping it taxed, insured and with a valid MOT
- Ensuring that you are fit to drive and informing SWAN staff about any health issues or changes in personal circumstances that may affect your driving ability
- Making passengers feel comfortable, safe and cared for
- Maintaining contact with SWAN staff, updating them of any relevant passenger information, reporting on journeys and advising if you are unable to fulfil your commitment, so that replacement cover can be arranged
- Always maintaining strict confidentiality
- Adhering to SWAN's policies and procedures
- Participating in training and attending any courses that may be relevant
- Attending or contributing to volunteer meetings whenever possible
- Reporting any incidents, accidents, safeguarding concerns or near miss situations to the SWAN staff
- Providing feedback on service improvement
- Promoting health, safety and wellbeing



Volunteer Driver Specification:

Essential:

- At least one year's experience of driving
- Awareness of Health and Safety and DVLA regulations
- Ability to communicate via email and mobile phone
- Ability to show compassion and adopt a non-judgmental approach
- Patience and reliability
- Good time management skills
- Be ready to participate in relevant training
- Always adhere to health and safety procedures
- Adhere to the Highway Code
- Adhere to DVLA regulations
- Produce valid insurance, tax and MOT certificates

Desirable:

- Geographical knowledge of BANES
- Good listening skills
- Ability to adapt to change
- Ability to cope with some pressure
- Willing to volunteer in other roles relevant to SWAN Transport if required

Other Requirements:

- This post is subject to an Enhanced DBS (CRB) check
- Volunteer drivers are required to show their MOT certificates, insurance certificates, driving licences, and breakdown cover following annual renewals
- A four-door car would be preferred, but not essential
- Volunteer Drivers must have an appropriate level of physical fitness to help passengers in and out of the car, and to potentially lift walking aids or collapsible wheelchairs into/out of their car

September 2025