

# Dunedin Community Transport Trust Inc


C/- 2 Playfair Street, Dunedin 9012

Phone: 03 455 4050

## Role Description: Volunteer Shopping Assistant

While most of our clients are independent in all facets of shopping, some clients rely on the Volunteer Shopping Assistant to physically retrieve items from shelves, assist at checkout and pack shopping. It is necessary to work in collaboration with the Driver to ensure that all clients are able to enter and exit the van safely, some clients require more assistance than others. The Volunteer Shopping Assistant will work in conjunction with the Driver to ensure the safe provision of service. Policies and procedures set out by the Trust are there to guide and inform the volunteers of their rights and responsibilities. This Role Description, in conjunction with Policies and Procedures form a Code of Conduct for all Volunteers

### Necessary skills:

- Empathy and patience with older people
- Good degree of mobility and physicality
- Ability to assist with shopping
-  Ability to carry bags of groceries

### Duties:

- Collect client from their door, if unable to independently come to the van
- Assist clients to access and exit the van
- Assist with shopping in the supermarket as required
- Pack shopping as required
- Load shopping into van, in conjunction with the Driver
- Carry groceries into house and leave in an accessible place, as specified by the client

### Dress:

- Good casual, comfortable, practical clothing
- A vest is provided by the Trust that identifies the volunteer as such
- Hi-viz rain jackets are also available, as required
- Volunteers may also wear a volunteer badge on a lanyard or pin, as provided by the Trust

### **Time commitment:**

Each run takes about 3 hours, depending on number of shoppers. Volunteers would need to commit to at **least** one run per month. Volunteers **must** stay in the vicinity of the supermarket for client safety.

All runs begin and finish from the Trust's base in Caversham. The current time and days of the runs are:

- Tuesday morning – Hill suburbs to Mornington Countdown
- <sup>[1]</sup><sub>SEP</sub> Thursday morning - South suburbs to Pak'n'Save
- Thursday afternoon – South suburbs to Countdown Anderson's Bay