Description of This Service:
The assigned volunteer is responsible for transporting authorized clients of the
Department of Human Services to and from authorized appointments, visits, events or
errands. The volunteer's schedule is flexible and determined by the hours they want to
work and the assignments they accept from the Volunteer Coordinator.

Responsibilities:
1. To transport passengers in a safe and lawful manner. This includes the use of seat
   belts for all passengers as well as car seats for those individuals under four years of
   age.

2. To be prompt in keeping appointments and adhering to agreed upon schedules.
   Keeping in mind that schedules do fall behind due to unforeseen events.

3. To abide by the Departments’ Rules of Confidentiality.

4. To record time and mileage using the assigned code number and forms. To turn in
   these forms in a timely manner so that reimbursement can be made and the files kept
   up to date.

5. To report as soon as possible any problems or concerns regarding a specific client
   or transportation request.

6. To work with the Volunteer Coordinator, Social Worker and any other collaborating
   agencies as a team member to best meet the needs of the client.

7. To inform the Volunteer Coordinator of vacations, illness etc. that would necessitate
   a substitute driver, with as much advance notice as possible.

8. To treat clients with respect and dignity.

9. To perform only those transportation requests authorized by the Volunteer
   Coordinator, at the request of a Social Worker, to fulfill the case plan for that
   individual/family.

Assignments May Include:
• Medical appointments and counseling sessions.
• Transportation to and from Foster Homes to visits with the natural family/parent.
• Housing Allowance or Medical Assistance reviews for elderly or disabled.
• Parenting sessions or other group work, which fulfills a court order for the client.
• Other transportation as assigned.
***Transportation may be local or long distance.

Qualifications:
• The volunteer must hold a valid driver's license.
• The volunteer must carry the state legal limits of liability insurance on their vehicle. The county recommends a higher limit of 100-300-100 to both employees and volunteers.
• The volunteer must be a registered volunteer with the Brown County Human Services Department.
• In most instances the volunteer must use their own vehicle to perform the volunteer position.

**Time Commitments:**
The volunteer decides when and how often they want to volunteer. They accept or decline transportation requests from the Volunteer Coordinator.

**Assignment Procedure:**
All requests for transportation must have been authorized by the Social Worker and referred to the Volunteer Coordinator for assignment. Assignments may be for one time or they may of an ongoing nature. Volunteers accept or decline assignments from the Volunteer Coordinator. If Social Workers ask for changes or new requests, they should be referred back to the Volunteer Coordinator. Requests from clients must be referred back to their Social Worker.

**Reimbursement:**
Volunteers are reimbursed for their mileage at the current rate. To receive reimbursements the volunteer must fill out and return the appropriate form/s to the Volunteer Coordinator. Meals and hotel expenses are reimbursed for authorized trips out of county. There is no other reimbursement and the volunteer is not to accept pay or gifts for their services from the client or their representatives.