



Volunteer Role Description & Person Specification

Role Title: Volunteer Companion – Patient Transport

Reports to: Volunteer Manager or Transport Coordinator

Location: Daft as a Brush (DAAB) House, regional pick up points, and patient locations

Time commitment: Full day per volunteering shift; early starts or later finishes may occasionally be required

Expenses: Out of pocket expenses reimbursed in line with DAAB policy

Checks: References, Enhanced DBS

Why this role matters (the “job purpose” bit)

Our Volunteer Companions play a vital role in making every patient journey calm, comfortable, and reassuring. You’ll be the friendly face and supportive presence alongside our Volunteer Drivers, helping patients feel at ease throughout their trip to and from treatment.

If you enjoy meeting people, offering emotional support, and being part of a warm, community focused team, this role is a wonderful way to make a real difference.

What you’ll do (key responsibilities)

Supporting patient comfort

- Welcome patients warmly and help them settle safely into the vehicle.
- Provide reassurance, company, and a listening ear during their journey.
- Ensure patients feel supported, respected, and cared for at all times.

Journey coordination

- Assist the Driver by managing the ambulance navigation equipment.
- Use the DAAB mobile phone for journey updates and communication as required.
- Help ensure safe and timely collection and drop off of patients.

Vehicle standards & safety

- Keep the ambulance clean, tidy, and welcoming throughout the day.
- Follow DAAB procedures, safety guidance, and the DAAB Code of Conduct.
- Maintain patient confidentiality, safeguarding, and professional boundaries.

Person Specification

Essential (must-haves)

- Aged 18+
- Able to commit to full-day volunteer shifts.
- Friendly, compassionate, and able to support people experiencing difficult moments.
- Comfortable using a mobile phone and email for updates and coordination.
- Good communication skills and able to handle sensitive situations with empathy and tact.
- Good time management and organisation skills.

Desirable (nice-to-haves)

- Experience supporting people in a care, customer service, or community setting. This may be personally or professionally.
- A patient, calm manner and an ability to connect with others.
- A positive outlook and sense of humour.

What you'll gain

- A warm, supportive team culture.
- Training in safeguarding, patient support, DAAB policies, and safe working.
- The rewarding experience of supporting patients during a challenging time.
- Reimbursed expenses and ongoing volunteer support.

Practical bits

Induction & training: Safeguarding, patient support, manual handling, basic CPR, DAAB procedures, communication tools.

Supervision: Regular check-ins with the Volunteer Manager and supportive team environment.

Accessibility: We welcome volunteers with additional needs and will make reasonable adjustments to support you.

How to apply: Complete the online application form, clearly selecting "Volunteer Companion."