Northern Sydney Community Transport Group

Home of Stryder and Community Connect Transport

Level 4, Crows Nest Community Centre

2 Ernest St, Crows Nest NSW 2065

PO Box 846, Crows Nest NSW 1585 · P 02 9490 9500 / 02 9816 5000

Volunteer Social Outing Assistant | Position Description

Role at a glance

Volunteer position | **Service**: Stryder and Community Connect Social Outings
Location: across NSCTG service areas: **Stryder**: Hunters Hill and the City of Ryde;
Community Connect Transport: North Sydney, Lane Cove, Willoughby and Mosman LGAs.

Reporting

Works under the direction of the trip driver during outings, with volunteer coordination and operational oversight provided by designated NSCTG staff. Volunteer availability and trip assignments are agreed in advance.

Purpose

Support the safe, inclusive and enjoyable delivery of community transport Social Outings. Working alongside our drivers and in collaboration with the NSCTG Community Programs Coordinator, Volunteer Social Outing Assistants provide practical assistance, companionship and friendly social interaction during Stryder and Community Connect Social Outings. Their contribution helps people experiencing transport disadvantage enjoy meaningful community connections and participate in activities with dignity, choice and as much independence as possible.

Volunteer benefits

NSCTG values the contribution of Volunteer Social Outing Assistants and aims to ensure volunteers are not out of pocket while supporting Social Outings. All approved costs associated with volunteer participation, including admission fees, meals and beverages during outings, are covered by the organisation.

Volunteering with NSCTG also provides the opportunity to work alongside like-minded people who are passionate about supporting their community, build valuable skills and experience that may assist with future employment or career pathways, and make a meaningful difference in the lives of people experiencing transport disadvantage and social isolation.

Key responsibilities

Volunteer Social Outing Assistants contribute to the smooth and safe delivery of Stryder and Community Connect Social Outings, working as part of the wider NSCTG transport team.

- Welcome clients respectfully and help them feel included and comfortable throughout the outing.
- Assist clients between agreed pick-up/drop-off points and the vehicle, with boarding, alighting and seatbelts, within training and approved procedures.
- Offer steadying support only within authorised safe-assistance techniques; never lift or carry a client's full weight. Assist with wheelchairs only when trained, authorised and safe to do so.
- Provide practical assistance at destinations, such as handling shopping, trays or refreshments, while encouraging client independence.

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- Remain alert to client comfort, accessibility needs and changing circumstances; communicate concerns promptly to the driver.
- Work collaboratively with the trip driver and NSCTG Social Outings Coordinator, following agreed itineraries, safety instructions and operational procedures.
- Report hazards, incidents, near misses, client observations and safeguarding concerns promptly using NSCTG reporting processes.
- Protect client privacy and maintain professional boundaries. Direct client enquiries, complaints and requests outside the role to staff.
- Handle trip contributions or donations only if specifically authorised and in accordance with the approved recording and cash-handling procedure.
- Contribute observations and constructive feedback to help improve the client experience.

Safety, conduct and boundaries

- Follow NSCTG policies, induction requirements, work health and safety instructions, infection prevention measures and applicable safeguarding procedures.
- Do not provide clinical care, administer medication, perform unapproved manual handling or make independent decisions about client mobility or transport eligibility.
- Respect client consent, dignity, cultural background and personal preferences; do not assume a client needs help.
- Keep personal contact details private; communicate with clients through approved NSCTG channels.
- Immediately tell the driver if a situation feels unsafe; escalate unresolved concerns to the designated manager.

Who will thrive in this role

A reliable, patient and approachable person who enjoys conversation, works well in a team, respects confidentiality and can follow safety instructions. No specialist clinical experience is required; appropriate training and support will be provided. Any physical requirements should be discussed during onboarding so duties can be matched safely.

Induction, screening and support

NSCTG provides induction, training and ongoing support to Volunteer Bus Assistants across both Stryder and Community Connect services. All volunteers receive guidance on client safety, the Aged Care Code of Conduct and relevant NSCTG policies and procedures. A current Police Check (arranged and paid for by NSCTG) or an acceptable existing NDIS Worker Screening Clearance is required before commencing.

Volunteer rights and commitments

Volunteers may decline an assignment, raise concerns or complaints without retaliation, and expect respectful treatment, privacy, clear instructions and appropriate support. Volunteers agree to notify NSCTG of availability changes, act within role boundaries and comply with applicable policies. Either party may end the arrangement in accordance with NSCTG volunteer procedures.