



Link Co-ordinator's outline

As a telephone co-ordinator for Link you act as the point of contact between our clients and our drivers. The role involves matching client's requests for transport with a driver. To do so you handle telephone requests on your home phone between 9.00 a.m. and 1.00 p.m. on the weekdays you volunteer to be available. Most requests are for transport to and from doctor's surgeries and hospitals but we also arrange to drive clients to local dentists, nursing homes and shopping occasions.

Once a month you are asked to identify which days in the following month you would not be available. The Administration Controller then produces a rota for that month that aims to staff the phone every weekday morning and spreads the load as evenly as possible. Currently, this generally results in each volunteer co-ordinator "working" 4 or 5 mornings each month

On a "working" shift, calls to the Link telephone number are automatically transferred to your home phone. On receiving a client request for transport, you input the details to an online data base on your home computer that contains all requests up to the day before. Depending on how far ahead the request is for, the co-ordinator seeks a driver amongst our group of volunteers who are willing and able to take on that journey and the client is informed of the driver. This is done by messaging drivers on a WhatsApp group and/or by making telephone calls. Clients are then informed of who will be their driver and the time of pick up.

Co-ordinators must be quite comfortable inputting information to a computer system but full training will be given on the specifics of doing that.

Costs for calls you make for Link on your home phone are reimbursed each month. You will have to be DBS checked to insure you have no relevant criminal record as you would be dealing with potentially vulnerable people. This is a straightforward process and there is no cost to the individual.

By volunteering for Westbury & District Link you will achieve a great sense of satisfaction in helping vulnerable Westbury residents who rely on us for attending those so important appointments they couldn't otherwise easily or affordably make. In doing so you will gain a real sense of camaraderie working with the Link team.