THE BUREAU



VOLUNTEER DRIVER

2026
VOLUNTEER
PROSPECTUS

VOLUNTEER DRIVER

Going the Extra Mile

Driving and using public transport can be challenging for people with health conditions or restricted mobility. Being able to get from A to B, however, is crucial for maintaining a healthy, happy, active and enjoyable lifestyle, which is why our volunteers ensure that passengers arrive on time with minimum stress and anxiety.

A befriending service is offered as an integral part of the service and allows passengers the opportunity to share their concerns about the appointment. Volunteers will offer to wait with the passenger and to offer emotional support during the drive. It's more than just transportation, it's offering them a lifeline.

This is a hugely rewarding role promoting health and wellbeing and creating new friendships!

Where do passengers go?

Mostly medical appointments including hospital, doctor, optician, dentist, clinics, physiotherapy and chiropodist. Sometimes visits to care homes or banks and luncheon clubs.

In most cases, we ask that The Bureau volunteer drivers wait with the passenger while they attend their appointment and take them home when they are ready to leave, unless they are being admitted or the appointment will take several hours.

What will my responsibilities be?

- Offering a listening ear, being supportive and compassionate.
- Taking passengers to their appointment on time, staying with them, then bringing them home.
- Making sure your vehicle is clean, tidy and well-maintained.
- Driving in a safe and steady manner.
- Adhere to the Bureaus policies & procedures, and volunteer handbook.
- Own a current driving licence, valid insurance, tax & MOT.
- Drivers must have their own vehicles for which they receive 55p per mile to reimburse cost of petrol and to support the insurance and maintenance of the vehicle.
- Please note that a DBS check will be undertaken.

How much time is required of me?

The majority of trips are undertaken between 9am and 5pm and you can take on as much or as little driving as you wish.

What support will I receive?

You will be provided with induction training covering safeguarding, confidentiality, and boundaries.

You will have ongoing support from the Bureau Team and where possible engage in extra training such as basic first aid, wheelchair handling and/or passenger assistance training.

For further details or to apply, please contact 01457 865722 or email lucy@the-bureau.org.uk



Jan Bramald
Car Scheme Coordinator

As the Car Scheme Coordinator, Jan oversees the training, management and facilitation of Volunteer Drivers so as to meet clients needs. Jan has a history of working diligently to ensure even the most difficult drives are met.

If you need to contact Jan, you can call the office on 01457 865722, or email Jan@the-bureau.org.uk

"I would be housebound if I didn't have the Car Scheme ladies and gents who are so helpful and caring"

Car Scheme Passenger

"A volunteer Bureau driver is, for the duration of the drive, a friend, a companion and a confidente. Some people want to keep themselves to themselves. Some people want to keep to key facts and small talk. But, the vast majority of people, just want to talk about moments of the long lives they've led and, most of all, be acknowledged in the leading of those lives."

Car Scheme Volunteer

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