

# Chippenham Link Scheme

## Information for Volunteer Drivers

### Job Allocation

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1. Coordinators allocate jobs to drivers, referring to their availability, the job types and the destinations they have advised that they are willing to do. They will also take into account the proximity of the driver's home address to the pick-up location.
2. Each Wednesday, the coordinator will e-mail drivers with details of the jobs for the following week. The email address they are sent from is [johndoe@wiltslinks.uk](mailto:johndoe@wiltslinks.uk). The email will provide the clients name, address, destination, pick-up time, appointment time and any other relevant information such as if the client will be accompanied, has a walker or any relevant medical issues.
3. You should respond to each email to confirm whether or not you can complete each of the jobs the coordinator has assigned to you.
4. Some jobs are allocated at short notice, the coordinator will still send an email, but may also call or send a text to let you know that a job request is on it's way.
5. If the client asks for a 'follow-on' task to be done this should be booked through the Coordinator. It is important that all tasks are recorded: any unrecorded tasks might invalidate our insurance.
6. Full details of how to complete and submit expense claims are noted in a separate document.