THE INSTITUTE FOR HUMAN SERVICES, INC.

Volunteer: Coordinated Transportation Support

Reporting Relationship: Reports to the Coordinated Transportation Manager

General Summary of Volunteer Duties:
Help make a difference in your community by ensuring individuals have access to reliable transportation for essential appointments and services. As a *Coordinated Transportation Support Volunteer*, you'll play a key behind-the-scenes role by assisting with ride scheduling and making confirmation calls to clients and drivers.

Key Duties and Responsibilities:

- Contact clients to confirm upcoming transportation appointments
- Assist staff with scheduling and coordinating rides in the transportation system
- Update schedules, maintain accurate records, and report any changes or cancellations
- Communicate courteously and professionally with clients, drivers, and partner agencies
- Support the transportation team in improving service efficiency and client satisfaction

Skills & Qualifications:

- Friendly, patient, and comfortable speaking on the phone
- Strong attention to detail and organizational skills
- Basic computer skills and ability to learn scheduling software (training provided)
- Dependable and able to maintain client confidentiality
- Interest in helping community members access essential services

Time Commitment:
Flexible hours, Monday–Friday during regular business hours (typically 2–4 hours per week).

Impact:
Your support helps ensure that individuals across our community can get to critical destinations — from medical appointments to grocery stores — improving their health, independence, and quality of life.

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