



Helping people move beyond
the limitations of poverty,
inequity and social isolation.

Moving Lives Forward.

Metropolitan Family Service Volunteer Description

Program: Project Linkage

Position: Bus Escort/Concierge

Program Description:

Project Linkage helps older adults and people with disabilities remain independent in their own homes by linking them with volunteers who provide in-home support and transportation services. Project Linkage has served older adults and people with disabilities in the community since 1978.

Position Description:

The Project Linkage Bus Escort/Concierge supports the driver by providing additional assistance to people who ride the shopping shuttles. Bus Escorts/ Concierges perform one or more of the following services: support the driver by assisting passengers, assist clients on and off the bus, assist clients with their bags and packages.

Time Commitment: The time commitment for Bus Escort/Concierges is flexible and variable. The time commitment for is three or four hours, usually in the morning, once per week.

Responsibilities:

Assist riders to get on and off the bus safely; hold riders' personal items so that they can board and de-board the bus safely using the hand rails in the stair well; ensure that seats belts are fastened and that everyone is secure while the bus is in transport; follow instructions from the driver; provide additional support to riders if they are unable to complete their shopping during the allotted time; understand and comply with the Project Linkage money handling policy; carry clients packages/bags, when needed, requested and appropriate; carry bags to clients' residences if needed; organize many bags of groceries on the return trip, making sure that clients get all the bags that belong to them as they de-board the bus; complete training to use the bus-equipped lift and securements for mobility devices; provide proven reliability and punctuality.

Expectations: Volunteers should be patient, well-organized, adaptable and flexible in working with the driver and individual clients. The Bus Escort/Concierge should be responsive to driver requests and direction. Volunteers must be at least 18 years of age and submit both a criminal background check form and program application.

Physical Requirement: Volunteers must be able to assist with the lifting and handling of clients' grocery bags, packages and other items.

Supervision & Training: Project Linkage orientation is provided prior to service. For Bus Escort/Concierge volunteers an additional 4 hours of training provided by Ride Connection must be completed within six months of becoming a volunteer.

For more information: Contact Metropolitan Family Service at 503.232.0007, ext. 211