



# **Wheels For All Volunteer Role Profiles**



# Contents

<b>1</b>	<b>WHEELS FOR ALL: AN INTRODUCTION TO THE CHARITY .....</b>	<b>2</b>
<b>2</b>	<b>JOINING THE WHEELS FOR ALL VOLUNTEERING FAMILY .....</b>	<b>2</b>
2.1	What would I be doing? .....	2
2.2	When and Where? .....	2
2.3	What's in it for me? .....	3
<b>3</b>	<b>VOLUNTEER ROLE PROFILES .....</b>	<b>4</b>
3.1	Wheels for All Supporter.....	4
3.2	Meet and Greeter .....	5
3.3	Session Leader .....	7
3.4	Activity Leader .....	10
3.5	Rider Leader.....	12
3.6	Bike Buddy .....	15
3.7	Equipment Handler .....	16
3.8	Cycle Checker .....	17
3.9	Qualified Cycle Mechanic .....	18
3.10	Driver .....	19
3.11	Wheels for All Volunteer Forum Member .....	20

# 1 **Wheels for All: An Introduction to the Charity**

Wheels for All is a national inclusive cycling initiative, through our programmes we provide a range of cycling activities for all abilities in a wide variety of settings throughout the country. Our vision is an environment where everyone can cycle on a regular basis regardless of their age or ability and can weave it into lifestyle forever. By volunteering for Wheels for All, you can help us to make this vision a reality!

## 2 **Joining the Wheels for All Volunteering Family**

Do you have a passion for cycling at a community and grassroots level or would you enjoy supporting people with a wide range of additional needs, disabilities, or long-term health conditions to have a go at cycling in a safe, secure and welcoming environment?

If yes, then Wheels for All would love to hear from you! We are looking for friendly and enthusiastic cycling volunteers to deliver accessible cycling sessions in their community. This is a great opportunity to gain experience by being involved in the delivery of cycle sessions through volunteering in a friendly, person-centred charity dedicated to providing meaningful activities for adults and children of all abilities. If you are approachable and well organised with brilliant communication skills, we would love to welcome you into our exciting, fun and committed team.

### 2.1 **What Would I be Doing?**

We have a wide range of volunteer roles and there is something for everyone to use your skills and experience to help support Wheels for all. All our volunteer roles are outlined in this document and our volunteers carry out tasks from meeting and greeting to leading activities.

### 2.2 **When and Where?**

We will have several volunteering opportunities to support the delivery of Wheels for All programmes at a location that is close to you. One of our coordinators local to you will be in touch to discuss in which ways you would like to help us, your availability and time commitments but rest assured that any time you are able to give will be very much appreciated. You can find out where your nearest Wheels for All centre is [here](#).

## 2.3 What's in it for me?

As a valued Wheels for All volunteer you will:

- Make a difference to the lives of people with long term health conditions, physical and mental disabilities.
- Meet new people and feel more connected to your community.
- Connect with your community through supporting a local community project.
- Develop your skills at our sessions and relevant training courses.
- Reap mental health and well-being benefits of helping others.
- Build experience for references.
- Receive a lot of appreciation from Wheels for All and our awesome participants and carers!

Further details and our volunteer application form can be found [here](#). For more information about volunteering please email – [volunteer@wheelsforall.org.uk](mailto:volunteer@wheelsforall.org.uk) or phone 01925 575 628.

# 3 Volunteer Role Profiles

## 3.1

Title	Wheels for All supporter
Summary of role	A Wheels for All supporter helps to elevate Wheels for All's work through increasing awareness of the organisation, supporting with tasks at our centres and ad-hoc project work.
Responsibilities and duties	<p>A Wheels for All supporter:</p> <ul style="list-style-type: none"> <li>• Supports marketing campaigns via social media, other media, and website updates</li> <li>• Supports fundraising activities and represents Wheels for All at events</li> <li>• Provides help at Wheels for All sessions with refreshments</li> <li>• Assists collecting, collating, and inputting data (office or home based)</li> <li>• Provides project support (office or home based)</li> </ul>
Knowledge, skills, and qualities	<p>A Wheels for All supporter demonstrates and applies the knowledge, skills and qualities listed here.</p> <p>Knowledge and skills</p> <ul style="list-style-type: none"> <li>• Understands the Wheels for All programmes and organisation's mission</li> <li>• Be a good administrator, with strong organisation and time management skills</li> <li>• Have a working knowledge of using social media platforms and other media</li> <li>• Be able to engage and build relationships with external stakeholders</li> </ul> <p>Qualities</p> <ul style="list-style-type: none"> <li>• Approachability and friendliness</li> <li>• Positive attitude</li> <li>• Great interpersonal and communication skills</li> <li>• Honesty and integrity</li> <li>• Reliability and punctuality</li> </ul>
Performance standards	<p>A Wheels for All supporter will at all times:</p> <ul style="list-style-type: none"> <li>• Follow the volunteer code of conduct as detailed the Wheels for All volunteer Handbook</li> <li>• Not do anything which brings Wheels for All into disrepute</li> </ul>
Training requirements and support	<p>Training requirements There are no training requirements for this role</p> <p>Support Support is available nationally from Wheels for All's national volunteer manager, regionally from Wheels for All coordinators, as well as from peers within the local community of volunteers. Guidance, support, and where required, training, are also available from Wheels for All headquarters.</p>

## 3.2

Title	Meet and greeter
Summary of role	Meet and greet volunteers welcome our participants/carers to sessions with warmth making them make them feel at ease and reassured. A meet and greeter will also oversee the completion of the session registers and coordinating any bookings.
Responsibilities and duties	<p>A meet and greeter:</p> <ul style="list-style-type: none"> <li>• Welcomes participants with warmth and makes them feel at ease and reassured</li> <li>• Ensures participants are booked on / assist those who have not pre-booked</li> <li>• Ensures all activity registers, registration and health documents are completed / available for every person at the session, participants, carers, volunteers, and staff</li> <li>• Ensures people have seen and understand the Wheels for All code of conduct</li> <li>• Ensures insurance document is visible</li> <li>• Collects and records session payments</li> <li>• Gets to know participants and carers to understand the participants' capabilities, any essential or helpful aids, potential triggers and assistance required</li> <li>• Passes on any helpful information learnt from the participant / carer to the session/activity leaders</li> </ul>
Knowledge, skills, and qualities	<p>Meet and greeters demonstrate and apply the knowledge, skills and qualities listed here.</p> <p>Knowledge</p> <ul style="list-style-type: none"> <li>• Understands the Wheels for All programmes and how they are delivered</li> <li>• Understands the needs of our participants/carers</li> <li>• Has an in-depth knowledge of the Wheels for All code of conduct</li> <li>• Understands and is responsible for completing all relevant tasks as described in Wheels for All ways of working document</li> </ul> <p>Skills</p> <ul style="list-style-type: none"> <li>• Ability to show sensitivity, empathy, tact and awareness of others' situations or emotions</li> <li>• Be able to establish and maintain effective relationships</li> <li>• Be a good administrator, with strong organisation and time management skills</li> <li>• Record, handle and convey information accurately</li> </ul> <p>Qualities</p> <ul style="list-style-type: none"> <li>• Empathy and understanding of how people can react differently to certain situations or triggers</li> <li>• Approachability and friendliness</li> <li>• Positive attitude</li> <li>• Great interpersonal and communication skills</li> <li>• Honesty and integrity</li> <li>• Reliability and punctuality</li> </ul>
Performance standards	<p>A meet and greeter will at all times:</p> <ul style="list-style-type: none"> <li>• Follow the volunteer code of conduct as detailed the Wheels for All volunteer Handbook</li> <li>• Recognise and understand how to report any safeguarding concerns relating to children, young people, and adults at risk</li> <li>• Wear suitable clothing to carry out the role</li> <li>• Not do anything which brings Wheels for All into disrepute</li> </ul>

<p>Training requirements and support</p>	<p>Training requirements</p> <ul style="list-style-type: none"> <li>• Safeguarding awareness level 1</li> <li>• Wheels for All training</li> <li>• Mental health awareness</li> <li>• Soft skills module</li> </ul> <p>Support</p> <p>Support is available nationally from Wheels for All's national volunteer manager, regionally from Wheels for All coordinators, as well as from peers within the local community of volunteers. Guidance, support, and where required, training, are also available from Wheels for All headquarters.</p>
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### 3.3

Title	Session leader
Summary of role	Oversees the session and coordinates the team members to deliver successfully a safe and engaging session.
Responsibilities and duties	<p>A session leader:</p> <ul style="list-style-type: none"> <li>• Manages sessions in line with Wheels for All policies and procedures</li> <li>• Checks that activity registers have been completed</li> <li>• Ensures there are sufficient resources present to run the session (people, equipment, and documentation)</li> <li>• Ensures dynamic risk assessments performed               <ul style="list-style-type: none"> <li>◦ Participants, setting, conditions, confidence, behaviour, sociability, engagement, fitness, fatigue, concentration, and equipment including clothing &amp; helmets</li> <li>◦ The environment including route, surface condition, operating ratios, weather, and any unanticipated hazards.</li> </ul> </li> <li>• Provides feedback to participants and carers as required by escalation Liaises with Centre Leader and other roles</li> <li>• Prepares and understands the session routes and activities</li> <li>• Plans, records and communicate appropriate routes including hazards, risks, and mitigations</li> </ul>
Knowledge, skills, and qualities	<p>Session leaders demonstrate and apply the knowledge, skills and qualities listed here.</p> <p>Knowledge</p> <ul style="list-style-type: none"> <li>• Understands the Wheels for All programmes and how they are delivered</li> <li>• Understands the needs of our participants/carers/volunteers</li> <li>• Understands and is responsible for completing all relevant tasks as described in Wheels for All ways of working document</li> </ul> <p>Skills</p> <ul style="list-style-type: none"> <li>• Lead and manage a team of volunteers to deliver a safe and enjoyable session</li> <li>• Delegate tasks appropriately and effectively</li> <li>• Respond appropriately in the event of an incident</li> <li>• Recognise the range of emotional and behavioural challenges faced by participants and be able to create a culture of empathy, patience and understanding whilst, maintaining independence.</li> <li>• Ability to show sensitivity, tact, diplomacy and awareness of others' situations or emotions</li> <li>• Effective leadership and coordination skills</li> <li>• A good, clear and timely communicator</li> </ul> <p>Qualities</p> <ul style="list-style-type: none"> <li>• Approachability and friendliness</li> <li>• Empathy and understanding of how people can react differently to certain situations or triggers</li> <li>• Adaptable and flexible to changing circumstances</li> <li>• Effective as part of a team</li> <li>• Positive attitude</li> <li>• Honesty and integrity</li> <li>• Reliability and punctuality</li> </ul>



Performance standards	<p>A session leader will at all times:</p> <ul style="list-style-type: none"> <li>• Follow the volunteer code of conduct as detailed the Wheels for All volunteer Handbook</li> <li>• Recognise and understand how to report any safeguarding concerns relating to children, young people, and adults at risk</li> <li>• Wear suitable clothing to carry out the role</li> <li>• Not do anything which brings Wheels for All into disrepute</li> </ul>
Training requirements and support	<p>Training requirements</p> <ul style="list-style-type: none"> <li>• Enhanced DBS check (inc. Children's/Adults barred list) <ul style="list-style-type: none"> <li>◦ Individual must be fully supervised until DBS check completed</li> </ul> </li> <li>• Safeguarding level 2</li> <li>• Wheels for All training</li> <li>• Mental health awareness</li> <li>• Soft skills module</li> <li>• First aid qualification (First aid at work – 1 day)</li> </ul> <p>Support</p> <p>Support is available nationally from Wheels for All's national volunteer manager, regionally from Wheels for All coordinators, as well as from peers within the local community of volunteers. Training guidance, support, and mentoring are also available from Wheels for All headquarters.</p>

### 3.4

Title	Activity leader (Task specific)
Summary of role	<p>The activity leader will delegate essential parts of the overall session to their team of activity leaders to manage and lead effectively. The elements of a session that an activity leader could be asked to lead are:</p> <ul style="list-style-type: none"> <li>• Assessing participants and matching them to a suitable cycle</li> <li>• Equipment/cycles/helmet briefings and instruction</li> <li>• Participant engagement</li> <li>• Session observation</li> </ul>
Responsibilities and duties	<p>An activity leader:</p> <ul style="list-style-type: none"> <li>• Liaises with the meet and greeters to understand any essential or helpful aids / assistance that can be provided</li> <li>• Matches participants to suitable equipment</li> <li>• Adjusts cycle contact points to fit the participants (saddle height, handlebar reach, toeclip / footplate positioning)</li> <li>• Demonstrates how to use the cycle: stopping, parking &amp; braking for safe mounting &amp; dismounting, steering, pedalling (feet and hands), change gear, observe others and the way forward</li> <li>• Assesses participant / carer capability in all aspects of using the cycle safely</li> <li>• Provides and assists with ensuring helmets are fitted/worn</li> <li>• Accompanies participants whilst riding the course – (as pilot or passenger)</li> <li>• Talks with participants and carers to make them feel welcome and offer encouragement</li> <li>• Take up appropriate position to observe sessions - is alert &amp; responsive to actions and risks. Aware of surroundings and risks</li> <li>• Praises good practice and intervenes to stop poor practice</li> <li>• Says farewell &amp; hope to see you at the next session</li> <li>• Holds a debrief with the session leader at the end of the session</li> </ul>
Knowledge, skills, and qualities	<p>Activity leaders demonstrate and apply the knowledge, skills and qualities listed here.</p> <p>Knowledge and skills:</p> <ul style="list-style-type: none"> <li>• Understands the Wheels for All programmes and how they are delivered</li> <li>• Understands the needs of our participants/carers</li> <li>• Understands and is responsible for completing all relevant tasks as described in Wheels for All ways of working document</li> </ul> <p>Qualities:</p> <ul style="list-style-type: none"> <li>• Approachability and friendliness</li> <li>• Great interpersonal and communication skills</li> <li>• Honesty and integrity</li> <li>• Some cycling experience (although not necessarily needed)</li> <li>• Patience and an inclusive approach to engagement</li> <li>• Reliability and punctuality</li> <li>• Excellent organisational skills and initiative</li> </ul>

Performance standards	<p>An activity leader will at all times:</p> <ul style="list-style-type: none"> <li>• Follow the volunteer code of conduct as detailed the Wheels for All volunteer Handbook</li> <li>• Recognise and understand how to report any safeguarding concerns relating to children, young people, and adults at risk</li> <li>• Wear suitable clothing to carry out the role</li> <li>• Not do anything which brings Wheels for All into disrepute</li> </ul>
Training requirements and support	<p>Training requirements</p> <ul style="list-style-type: none"> <li>• Enhanced DBS check (inc. Children's/Adults barred list) <ul style="list-style-type: none"> <li>◦ Individual must be fully supervised until DBS check completed</li> </ul> </li> <li>• Safeguarding level 2</li> <li>• Wheels for All training</li> <li>• Mental health awareness</li> <li>• Soft skills module</li> <li>• First aid qualification (First aid at work – 1 day)</li> </ul> <p>Support</p> <ul style="list-style-type: none"> <li>• Support is available nationally from Wheels for All's national volunteer manager, regionally from Wheels for All coordinators, as well as from peers within the local community of volunteers. Guidance, support, and where required, training, are also available from Wheels for All headquarters.</li> </ul>

### 3.5

Title	Ride leader
Summary of role	A ride leader delivers guided bike rides for groups of beginner and intermediate level participants on roads and cycle paths.
Responsibilities and duties	<p>A ride leader:</p> <ul style="list-style-type: none"> <li>• Leading rides following the Wheels for All guidelines</li> <li>• Completes pre and post ride administration tasks</li> <li>• Promote helmet wearing for all to protect riders and volunteers from injury</li> <li>• Plans and reviews the rides for the safest and most enjoyable experience</li> <li>• Helps to prepare and pack away after a ride e.g. <ul style="list-style-type: none"> <li>◦ Preparing cycling activities, registering riders, risk assessing the bikes, checking equipment, pumping up tyres and buddying up with new members</li> </ul> </li> <li>• Risk assesses the route for hazards</li> <li>• Provides a warm, friendly welcome to all riders as the public face of Wheels for All, answering any questions and encouraging people to get involved in future rides</li> <li>• Supports any other volunteers on the ride <ul style="list-style-type: none"> <li>◦ Partners up with new volunteers, assigns ride roles to volunteers such as the back marker position</li> </ul> </li> </ul>
Knowledge, skills, and qualities	<p>Ride leaders demonstrate and apply the knowledge, skills and qualities listed here.</p> <p>Knowledge</p> <ul style="list-style-type: none"> <li>• Understands and is responsible for completing all relevant tasks as described in Wheels for All ways of working document</li> <li>• Understand the best practice around: <ul style="list-style-type: none"> <li>◦ Ride preparation</li> <li>◦ Group management</li> <li>◦ Risk management</li> <li>◦ Route planning</li> </ul> </li> <li>• Working understanding of the highway code, riding on the road and leading a group</li> </ul> <p>Skills</p> <ul style="list-style-type: none"> <li>• Effective encouraging of participants</li> <li>• Clear communication</li> <li>• Good interpersonal skills</li> </ul> <p>Qualities</p> <ul style="list-style-type: none"> <li>• Approachability and friendliness</li> <li>• Honesty and integrity</li> <li>• Some cycling experience</li> <li>• Patience and an inclusive approach to engagement</li> <li>• Reliability and punctuality</li> <li>• Excellent organisational skills and initiative</li> </ul>

Performance standards	<p>A ride leader will at all times:</p> <ul style="list-style-type: none"> <li>• Follow the volunteer code of conduct as detailed the Wheels for All volunteer Handbook</li> <li>• Recognise and understand how to report any safeguarding concerns relating to children, young people, and adults at risk</li> <li>• Wear suitable clothing to carry out the role</li> <li>• Not do anything which brings Wheels for All into disrepute</li> </ul>
Training and support	<p>Training requirements</p> <ul style="list-style-type: none"> <li>• Enhanced DBS check (inc. Children's/Adults barred list) <ul style="list-style-type: none"> <li>◦ Individual must be fully supervised until DBS check completed</li> </ul> </li> <li>• Safeguarding level 2</li> <li>• Wheels for All training</li> <li>• Ride leader training</li> <li>• Mental health awareness</li> <li>• Soft skills module</li> <li>• First aid qualification (First aid for ride leaders or first aid at work – 1 day)</li> </ul> <p>Support</p> <p>Support is available nationally from Wheels for All's national volunteer manager, regionally from Wheels for All coordinators, as well as from peers within the local community of volunteers. Guidance, support, and where required, training, are also available from Wheels for All headquarters.</p>

### 3.6

<b>Title</b>	<b>Bike Buddy</b>
Summary of role	A bike buddy focuses on giving individuals the skills, knowledge, and confidence to cycle from their front door or from the settings of their care and support organisation.
Responsibilities and duties	<p>A bike buddy:</p> <ul style="list-style-type: none"> <li>• Supports participants to ride a two wheeled bike or adapted disability cycle of their choice which is suitable for their needs</li> <li>• Supports the assessment of the most appropriate cycle for the participant</li> <li>• Assists finding and assessing routes appropriate for the participant</li> <li>• Helps to check the cycle and empower the participant/carer to how to ensure their cycle(s) are safe to use</li> </ul>
Knowledge, skills and qualities	<p>A bike buddy demonstrates and applies the knowledge, skills and qualities listed here.</p> <p><b>Knowledge</b></p> <ul style="list-style-type: none"> <li>• Understand the practicalities around keeping and using a cycle and/or an adapted cycle</li> <li>• Best practices for ride preparation/route planning</li> <li>• Understands how to assess individuals and help match them with a cycle suitable for their needs</li> </ul> <p><b>Skills</b></p> <ul style="list-style-type: none"> <li>• Able to create a supportive environment</li> <li>• Communicates clearly</li> <li>• Builds and maintains effective relationships</li> <li>• Provides motivation to help participants achieve their goals</li> <li>• Listens to participants to understand their strengths/weaknesses and what they want to achieve</li> </ul> <p><b>Qualities:</b></p> <ul style="list-style-type: none"> <li>• Approachability and friendliness</li> <li>• Great interpersonal and communication skills</li> <li>• Honesty and integrity</li> <li>• Some cycling experience (although not necessarily needed)</li> <li>• Patience and an inclusive approach to engagement</li> <li>• Reliability and punctuality</li> <li>• Excellent organisational skills and initiative</li> </ul>
Performance standards	<p>A bike buddy will at all times:</p> <ul style="list-style-type: none"> <li>• Follow the volunteer code of conduct as detailed the Wheels for All volunteer Handbook</li> <li>• Recognise and understand how to report any safeguarding concerns relating to children, young people, and adults at risk</li> <li>• Not do anything which brings Wheels for All into disrepute</li> </ul>
Training and support	<p>Training requirements</p> <ul style="list-style-type: none"> <li>• Enhanced DBS check (inc. Adults barred list)</li> <li>• Individual must be fully supervised until DBS check completed</li> <li>• Safeguarding level 2</li> <li>• Wheels for All training</li> <li>• Mental health awareness</li> <li>• Soft skills module</li> <li>• First aid qualification (First aid for ride leaders or first aid at work – 1 day)</li> </ul>

### 3.7

Title	Equipment handler
Summary of role	Equipment handlers ensure that all equipment is safely taken out of storage ready for a session and returned to storage afterwards.
Responsibilities and duties	<p>An equipment handler:</p> <ul style="list-style-type: none"> <li>• Is familiar with and understands the equipment storage facility layout and best practice for safe storage</li> <li>• Liaises with the session leader to understand which equipment needs to be taken out of storage (any booked cycles &amp; favourites + ad hoc cycles)</li> <li>• Takes equipment out of storage and sets it up at safe cycle handover zone - making sure parking brake is engaged - pushbutton (e.g. trike), or lever (e.g. handcycle), and seat post is secure ready for use including ABCD &amp; M safety checks.</li> <li>• Identifies and marks faulty equipment – do not use and arranges for repair</li> <li>• Returns equipment back into storage after the session has finished</li> </ul>
Knowledge, skills and qualities	<p>Equipment handlers demonstrate and apply the knowledge, skills and qualities listed here.</p> <p>Knowledge</p> <ul style="list-style-type: none"> <li>• Good working knowledge of our cycles and relevant equipment</li> <li>• Knows and understands how to clean equipment whilst keeping themselves safe</li> <li>• Understands the best practice for manual handling</li> </ul> <p>Skills</p> <ul style="list-style-type: none"> <li>• Able to assess the cycles to highlight those that are safe to use/fit for purpose</li> </ul> <p>Qualities</p> <ul style="list-style-type: none"> <li>• Approachability and friendliness</li> <li>• Great interpersonal and communication skills</li> <li>• Honesty and integrity</li> <li>• Patience and an inclusive approach to engagement</li> <li>• Reliability and punctuality</li> <li>• Excellent organisational skills and initiative</li> </ul>
Performance standards	<p>An equipment handler will at all times:</p> <ul style="list-style-type: none"> <li>• Follow the volunteer code of conduct as detailed in the Wheels for All volunteer agreement.</li> <li>• Recognise and understand how to report any safeguarding concerns relating to children, young people, and adults at risk</li> <li>• Not do anything which brings Wheels for All into disrepute</li> </ul>
Training and support	<p>Training requirements</p> <ul style="list-style-type: none"> <li>• Wheels for All training</li> <li>• Manual handling awareness</li> </ul> <p>Support</p> <p>Support is available nationally from Wheels for All's national volunteer manager, regionally from Wheels for All coordinators, as well as from peers within the local community of volunteers. Guidance, support, and where required, training, are also available from Wheels for All headquarters.</p>



### 3.8

<b>Title</b>	<b>Cycle checker</b>
Summary of role	A cycle checker supports our fleet of cycles ensuring they are clean ready to use, safe to ride and any issues are reported to allow fixing by Wheels for All's maintenance team.
Responsibilities and duties	<p>A cycle checker:</p> <ul style="list-style-type: none"> <li>• Assesses the cycles to ensure they are safe to ride</li> <li>• Reports any cycles that are damaged or in poor condition</li> <li>• Cleans the cycles ready for use</li> <li>• Adjusts tyres to recommended pressure per tyre wall</li> </ul>
Knowledge, skills, and qualities	<p>Cycle checker demonstrates and applies the knowledge, skills and qualities listed here.</p> <p>Knowledge</p> <ul style="list-style-type: none"> <li>• Good working knowledge of cycles and relevant equipment</li> <li>• Understands best practice around cleaning of cycles</li> </ul> <p>Skills</p> <ul style="list-style-type: none"> <li>• Able to assess the cycles to highlight those that are safe to use/fit for purpose</li> </ul> <p>Qualities</p> <ul style="list-style-type: none"> <li>• Approachability and friendliness</li> <li>• Great interpersonal and communication skills</li> <li>• Honesty and integrity</li> <li>• Patience and an inclusive approach to engagement</li> <li>• Reliability and punctuality</li> <li>• Excellent organisational skills and initiative</li> </ul>
Performance standards	<p>A cycle checker will at all times:</p> <ul style="list-style-type: none"> <li>• Follow the volunteer code of conduct as detailed in the Wheels for All volunteer agreement.</li> <li>• Recognise and understand how to report any safeguarding concerns relating to children, young people, and adults at risk</li> <li>• Not do anything which brings Wheels for All into disrepute</li> </ul>
Training and support	<p>Training requirements</p> <ul style="list-style-type: none"> <li>• Wheels for All training</li> <li>• Manual handling awareness</li> <li>• First aid qualification (First aid at work – 1 day)</li> </ul> <p>Support</p> <p>Support is available nationally from Wheels for All's national volunteer manager, regionally from Wheels for All coordinators, as well as from peers within the local community of volunteers. Guidance, support, and where required, training, are also available from Wheels for All headquarters.</p>

### 3.9

Title	Qualified Cycle Mechanic (Cytech or City and Guilds qualified)
Summary of role	A qualified cycle mechanic supports Wheels for All's cycle maintenance team to repair and ensure our fleets of cycles are kept in working order ensuring they are safe to ride.
Responsibilities and duties	<p>A qualified cycle mechanic:</p> <ul style="list-style-type: none"> <li>• Liaises with Wheels for All's cycle maintenance team to ensure they are informed as to the status of cycle's within their fleet</li> <li>• Provides Wheels for All's cycle maintenance team with all details related to issues with the cycles so they can understand the problem</li> <li>• Repair any issues with the cycles as per instruction from Wheels for All's maintenance team</li> </ul>
Knowledge, skills, and qualities	<p>A qualified cycle mechanic demonstrate and apply the knowledge, skills and qualities listed here.</p> <p>Knowledge</p> <ul style="list-style-type: none"> <li>• Good working knowledge of cycles and relevant equipment</li> <li>• Understands the basics around repairing and maintaining cycles</li> </ul> <p>Skills</p> <ul style="list-style-type: none"> <li>• Able to assess the cycles to highlight those that are safe to use/fit for purpose</li> <li>• Ability to talk through any issues regarding our cycles when liaising with Wheels for All's maintenance team</li> <li>• Able to follow instruction from our maintenance team when repairing and maintaining cycles</li> </ul> <p>Qualities</p> <ul style="list-style-type: none"> <li>• Attention to detail</li> <li>• Proactive in keeping up to date with cycle maintenance best practice</li> <li>• Great interpersonal and communication skills</li> <li>• Honesty and integrity</li> <li>• Patience and an inclusive approach to engagement</li> <li>• Reliability and punctuality</li> <li>• Excellent organisational skills and initiative</li> </ul>
Performance standards	<p>A qualified cycle mechanic will at all times:</p> <ul style="list-style-type: none"> <li>• Follow the volunteer code of conduct as detailed in the Wheels for All volunteer agreement</li> <li>• Recognise and understand how to report any safeguarding concerns relating to children, young people, and adults at risk</li> <li>• Not do anything which brings Wheels for All into disrepute</li> </ul>
Training and support	<p>Training requirements</p> <ul style="list-style-type: none"> <li>• Mechanic qualification (Cytech or City and Guilds)</li> <li>• Wheels for All training</li> <li>• Manual handling awareness</li> <li>• First aid qualification (First aid at work – 1 day)</li> </ul> <p>Support</p> <p>Support is available nationally from Wheels for All's national volunteer manager, regionally from Wheels for All coordinators, as well as from peers within the local community of volunteers. Guidance, support, and where required, training, are also available from Wheels for All headquarters.</p>

### 3.10

Title	Driver
Summary of role	A Driver uses hired vehicles to transport cycles and/or participants to their require location.
Responsibilities and duties	A driver: <ul style="list-style-type: none"> <li>• Loads cycles from storage into the hired vehicle</li> <li>• Transports cycles and/or participants to their required location</li> </ul>
Knowledge, skills, and qualities	A driver demonstrates and applies the knowledge, skills and qualities listed here. <p>Knowledge</p> <ul style="list-style-type: none"> <li>• Good working knowledge of cycles and relevant equipment</li> <li>• Understands best practice for moving and loading adapted cycles</li> <li>• Working knowledge of manual handling best practice</li> </ul> <p>Skills/experience</p> <ul style="list-style-type: none"> <li>• Able to assess the cycles to highlight those that are safe to use/fit for purpose</li> <li>• Experience driving similar vehicles</li> </ul> <p>Qualities</p> <ul style="list-style-type: none"> <li>• Approachability and friendliness</li> <li>• Great interpersonal and communication skills</li> <li>• Honesty and integrity</li> <li>• Patience and an inclusive approach to engagement</li> <li>• Reliability and punctuality</li> <li>• Excellent organisational skills and initiative</li> </ul>
Performance standards	A driver will at all times: <ul style="list-style-type: none"> <li>• Follow the volunteer code of conduct as detailed in the Wheels for All volunteer agreement</li> <li>• Recognise and understand how to report any safeguarding concerns relating to children, young people, and adults at risk</li> <li>• Not do anything which brings Wheels for All into disrepute</li> </ul>
Training and support	<p>Requirements</p> <ul style="list-style-type: none"> <li>• Valid driving license</li> </ul> <p>Training requirements</p> <ul style="list-style-type: none"> <li>• Wheels for All training</li> <li>• Manual handling awareness</li> </ul> <p>Support</p> <p>Support is available nationally from Wheels for All's national volunteer manager, regionally from Wheels for All coordinators, as well as from peers within the local community of volunteers. Guidance, support, and where required, training, are also available from Wheels for All headquarters.</p>

### 3.11

Title	<b>Wheels for All Volunteer Forum Member</b>
Summary of role	A Wheels for All volunteer forum member attends meetings on a quarterly basis to feed in ideas, sense check future work and to share best practise and to raise any issues facing our volunteers on the ground.
Responsibilities and duties	A Wheels for All volunteer forum member: <ul style="list-style-type: none"> <li>• Attends quarterly volunteer forum meetings</li> <li>• Feeds into consultation around future work concerning volunteers</li> <li>• Raises any views from fellow volunteers and brings suggestions for improvement</li> </ul>
Knowledge, skills, and qualities	Wheels for All volunteer forum members demonstrate and apply the knowledge, skills and qualities listed here. <p>Knowledge</p> <ul style="list-style-type: none"> <li>• Understands the Wheels for All volunteer roles</li> <li>• Is aware of our volunteer journey and any challenges faced</li> </ul> <p>Skills</p> <ul style="list-style-type: none"> <li>• Critical thinking</li> <li>• Highlight areas for improvement with solution focus</li> <li>• Effective group discussion</li> <li>• Ability to analyse with strategic approach</li> </ul> <p>Qualities</p> <ul style="list-style-type: none"> <li>• Approachability and friendliness</li> <li>• Positive attitude</li> <li>• Great interpersonal and communication skills</li> <li>• Honesty and integrity</li> <li>• Proactive nature</li> <li>• Reliability and punctuality</li> </ul>
Performance standards	A Wheels for All volunteer forum members will at all times: <ul style="list-style-type: none"> <li>• Follow the volunteer code of conduct as detailed in the Wheels for All volunteer agreement.</li> <li>• Not do anything which brings Wheels for All into disrepute</li> </ul>
Training requirements and support	<p>Training requirements</p> <p>There are no specific training requirements for this role</p> <p>Support</p> <p>Support is available nationally from Wheels for All's national volunteer manager, regionally from Wheels for All coordinators, as well as from peers within the local community of volunteers. Guidance, support, and where required, training, are also available from Wheels for All headquarters.</p>



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**Wheels  
for All**

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