

**Volunteer Driver**

**Title:** Driver – Patients and Carers.

**Supervised by**: Voluntary Services

**Role Summary/** To provide transport for patients and carers

**Main Purpose**: between their homes and Prospect Hospice sites, as directed.

**Principal Duties and Responsibilities:**

1. Passengers’ details and time, date and location of the pick up are provided by Voluntary Services Department.
2. On the day of collection confirm with either Day Services or IPU for details and confirmation of patients requiring transport. If the patient, carer is not attending inform the Day Services Team.
3. For Day Service patients, driver to telephone patients to introduce themselves and to confirm attendance and travel arrangements.

1. You must always wear your Volunteer Identification Badge and Hi-viz jacket whilst transporting patients.
2. Collect and transport the passenger using due care to Prospect Hospice or other pre-arranged venue, allowing plenty of time.
3. **DO NOT** transport patients to Day Services if they feel unwell, regardless of any pressure from the patient or family members. If you have any concerns, ‘phone Prospect Hospice immediately (01793 813355) and notify Day Services or other relevant member of staff. Use the mobile phone kept on the Minibus or your personal mobile phone.
4. If the patient or carer become unwell during the journey, the decision to continue or not should be based on common sense. If deemed an emergency, call 999 emergency services for ambulance support then inform Day Services or IPU. If unsure always call the Day Services Team for support and guidance.
5. Seatbelts should always be worn in the vehicle, unless a passenger is exempt and has a doctor’s certificate.
6. On arrival, escort the patient or carer to the Day Hospice for their appointment and ensure he/she is left in the care of staff or volunteers.
7. Liaise with the Day Hospice or other relevant member of staff to receive or exchange information concerning the patient, carer or client. It is particularly important to report any changes or potential problems in terms of patients’ mobility.
8. When picking up from Prospect Hospice, inform staff or volunteers that the patient, carer or client is leaving. Check if there are any changes in requirements.
9. Transport the passenger using due care to their home. Escort patients to the front door and ensure they are safely into their residence and settled before leaving. Please report any instances to Prospect Hospice staff.
10. **Your personal telephone numbers should NEVER be given to a patient, carer or client.**

In all these matters the safety and welfare of patients, carers or clients is paramount. **The rule is never to put yourself or your passenger at risk.** Be guided by the lifting and handling regulations that were explained to you in the mandatory training sessions. You must **NEVER** lift a patient or help an incapacitated patient up or down the stairs. If a patient falls and they cannot get up independently, make them comfortable with a blanket and pillow and ‘phone Prospect Hospice for advice. You may be instructed to call for an ambulance.

At any time, if in doubt, ‘phone Prospect Hospice for advice on 01793 813355

General:

1. Owner-drivers must tell their insurance company in writing that they will be driving in a volunteering capacity, otherwise the policy can be invalidated, which results in the driver being personally liable for any damage or injuries sustained in an accident.
2. Attend volunteer driver support meetings and discussions as required. Help to contribute ideas and exchange information.
3. Attend mandatory manual handling sessions and relevant courses to ensure you keep up to date with organisational and legal regulation changes.
4. Be aware of the legal responsibility placed on all volunteers by the statutory fire, health and safety regulations – know what you have to do should an emergency situation occur.
5. Understand and respect the patient’s needs and rights to privacy and confidentiality.
6. Promote understanding and support of the values and philosophies of the organisation.
7. Inform the Voluntary Services Department of absences in advance.
8. Submit Expenses Claim Forms to the Voluntary Services office **promptly** at the end of each month or quarter. Please note and sign the declaration on the Expenses Claim Form.
9. You will find general guidelines, which apply to all volunteers at Prospect Hospice, in the Volunteers’ Handbook. Please read them, in conjunction with these guidelines, and ask Voluntary Services staff if you require any clarification or further information.

**Health & Safety at Work Act**

It is the responsibility of all volunteers to ensure that the requirements of the Health & Safety at Work Act are complied with; safe working practices are adhered to and that hazards are observed and reported to the appropriate office.

**Important Note:**

If you suffer from a medical condition or disability that may affect your driving, or if you develop a new condition or disability, or an existing once becomes worse we ask that you notify Voluntary Services as soon as possible. We all have a common law ‘duty of care’ to others, and by not passing on this information a volunteer driver:

- could put their own life at risk  
- could put the lives of passengers/clients at risk  
- could put other members of the public at risk

This role description will be reviewed periodically and may be amended according to the changing requirements of the service.

**Beneficial Skills and Experiences**

# **Role: Driver**

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| --- | --- | --- |
|  | Essential | Desirable |
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| **Abilities / Skills** |  |  |
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| * Good confident driving skills |  |  |
| * Good communications skills |  |  |
| * Excellent interpersonal skills |  |  |
| * Good time management |  |  |
| * Able to use initiative & problem solve |  |  |
| * Able to make quick decisions |  |  |
| * Excellent telephone manner |  |  |
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| **Qualities** |  |  |
|  |  |  |
| * Sensitive and courteous manner |  |  |
| * Friendly, outgoing and approachable |  |  |
| * Trustworthy |  |  |
| * Reliable |  |  |
| * Flexible |  |  |
| * Calm, confident approach |  |  |
|  |  |  |
| **Other requirements for the post** |  |  |
| * Willingness to complete an Occupational Health questionnaire where appropriate |  |  |
| * Non smoker in performance of duties |  |  |
| * Commitment to the ethos of Prospect Hospice |  |  |