

Job Description

Making every day count since 1988

1. JOB DETAILS

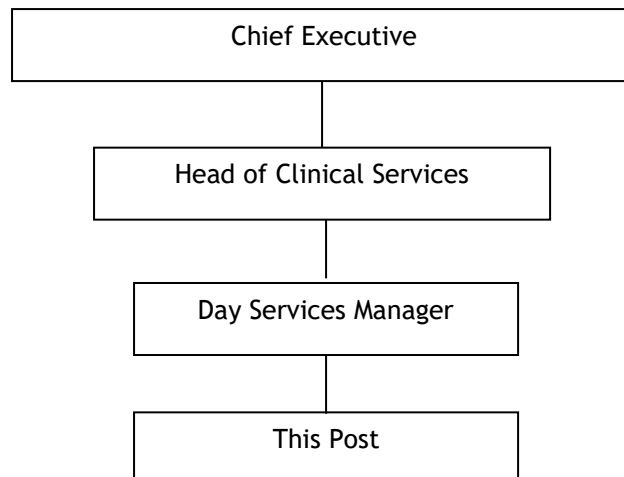
Job Title	Living Well Centre Transport Driver
Department	Living Well Centre (LWC)
Grade	2
Responsible to:	Day Services Manager

2. AIM

To provide a safe, reliable driving service for Day Services guests/clients, using LWC transport vehicles; for example, transport to/from the LWC, hospital and other appointments.

To work with LWC staff and volunteer drivers to assure a planned, co-ordinated and time effective LWC transport service across the working week (Monday to Friday).

3. ORGANISATIONAL CHART



4. KEY RESPONSIBILITIES

Communication and relationships

- To communicate daily with Hospice staff, volunteers, visitors, and guests.
- To work alongside other members of staff and volunteers as required.
- To work with Day Services Administrator to assure vehicle legal compliance is maintained – MOTs, servicing, vehicle registration and insurance renewals, etc.
- To maintain a good knowledge of the terms and conditions of our vehicle

insurance and ensure adherence to this at all times.

- To maintain good relationships with volunteer drivers and passenger assistants. To act as a point of contact and role model to support safe and timely service provision.
- To support the induction of new volunteer driver and passenger assistants.
- To maintain good relationships with vehicle repairers, garage services (for MOTs and servicing.)
- To maintain good relationships with external driving instructor.
- To communicate with DVLA and other transport agencies as needed.
- To maintain good relationships with other community providers such as University Hospital staff.
- To ensure knowledge is kept up to date regarding hospice business, including checking of e-mails and responding accordingly.

Analytical and judgement skills

- Following moving/handling and transport risk assessments completed by clinical staff to assure patient safety.
- To be aware of mechanical vehicle safety and report faults and concerns as per the Transport and Safe Driving policy and procedure.
- To report accidents and damage and follow Hospice procedure to repair faults and notify vehicle insurance related matters.
- To notify the Day Services Manager of changes to own health, such as eyesight and necessary interventions, to assure continued safe driving ability.
- To follow Highway code at all times when driving and act as a role model for the Hospice.
- To adhere to the Hospice driving code of conduct at all times.

Planning and organisational skills

- To plan journeys, take responsibility for self and volunteers, to and from the Living Well Centre, guests' homes, hospitals, and other community places.
- To organise own and volunteers' day to assure all journeys are completed in a timely manner with consideration given to fuel efficiency.
- To plan and take responsibility to complete weekly vehicle maintenance check– diesel fill up, fluids, tyres, and oils etc.
- To plan and take responsibility to complete monthly vehicle spot checks with Day Services Manager.
- To plan and take responsibility for annual issues such as vehicle tax, MOTs, six monthly servicing and associated repairs.
- To respond to daily maintenance, monthly spot checks and annual maintenance requirements timely and assure faults are repaired.
- To ensure the cleaning of vehicles on a regular basis.

Physical skills

- To drive in a safe manner, in accordance with the Highway Code and UK legislation, including the Driver CPC training program.
- To comply with St Cuthbert's Hospice Transport and Safe Driving Policy and associated standard operating procedure (LWC appendix 3).
- To ensure patients are safely and securely transported including wheelchair users, in line with training.

- To manoeuvre wheelchairs on/off minibus and minivan.
- To move and handle people in and out of vehicles.
- To secure/clamp down wheelchairs in minibus and minivan as per training.
- To assist with the collection and delivery associated with clinical services support, including the collection of blood and blood products from University Hospital, in line with Hospice Transport and Safe Driving procedures.
- Standard keyboard skills to input data onto system one and use email.

Patient/Client Care

- Support the various Day Services teams to deliver safe, person centred care within Day Services.
- Recognise needs and concerns raised and escalate to clinical staff for action.
- To ensure care delivered reflects the Hospice's philosophy of care and values.

Policy and Service Development

- Familiarise and comply with all clinical and non-clinical Hospice Policies and Procedures.
- Comment on clinical procedures within own area of work to contribute towards service improvements.
- To work with the Day Services Manager to assure that Transport and Safe Driving policy and procedures remain current.
- To work with the Day Services Manager to evaluate the LWC transport driver pilot for long term implementation.

Financial and Physical Resources

- To carry out daily and weekly checks on all LWC owned vehicles to ensure safety.
- To ensure vehicles are secure when left unattended.
- To report any vehicle defects to the Day Services Manager and Day Services Administrator.

Human Resources

- To only use Hospice vehicles in connection with Hospice business
- Attend any appropriate training requirements both statutory and mandatory to comply with current Health and Safety legislation and in line with the Hospice's responsibility to comply with Government Directives.
- Preserve confidentiality of any information regarding patients, staff, volunteers and the business of St Cuthbert's Hospice.
- Identify own learning needs and seek support to ensure that individual learning needs and mandatory training requirement are met.
- Attend agreed courses and study days to develop knowledge and skills in line with competencies required.
- Participate in the St Cuthbert's Hospice appraisal system.
- Support Day Services volunteers with their induction and ongoing training as instructed.
- To line manage volunteer patient drivers and assistants. To include the recruitment, induction, training, and day to day supervision of the volunteers.

- To work closely with colleagues responsible for volunteers in our HR team, to ensure that all processes regarding volunteer recruitment, induction etc. are completed correctly and in a timely manner.

Information Resources

- To maintain department, guest, and whole Hospice confidentiality at all times.
- Document and store relevant information utilising computerised and paper-based systems such as system one and emails.
- Appreciate the need for guests, their families, and carers to have access to information that enables informed choice.
- Ensure that all systems are utilised in line with Hospice policies and procedures.
- Ensure that all information systems are secured as per Hospice policies and procedures.

Research and Development

- Continually look for ways to improve the quality of the service one provides within Day Services.
- Actively engage in audits as appropriate to promote on going service improvements. Working with the Day Services Manager to identify new initiatives in line with climate change and electric vehicle provision.
- Actively seek information in relation to guest feedback questionnaires and family and friends' test.

Freedom to Act

- Work within defined Hospice policies and procedures.
- Recognise limitations of knowledge, skills and expertise and to seek guidance from more senior colleagues where appropriate.

EFFORT & ENVIRONMENT

Physical

- Manoeuvring wheelchairs and wheelchair users frequently.
- Assisting patients in/out of minibus and minivan as per risk assessments.
- Lifting blood and blood product bag regularly.
- Lifting and lowering manual ramp on minibus and minivan.

Mental

- Frequently required to concentrate whilst driving and dealing with other road users, passengers, and staff.

Emotional

- Frequent exposure to distressing and emotional circumstances with occasional exposure to highly distressing circumstances.
- Recognise difficulties in relation to dealing with situations within palliative care in oneself and other colleagues and to engage and encourage other colleagues to participate in clinical supervision for support.

Working Conditions

- Driving for long periods.
- Exposure to traffic in the community.
- Exposure to a variety of people with a variety of health conditions.
- Office duties – working within a busy office and answering telephone calls.

Data Protection and Confidentiality

- All employees have a responsibility in line with information governance to maintain confidentiality and ensure the principles of the Data Protection Act 1998 are applied to guests, their families and carers, staff, volunteers and Hospice business information, including electronic information. Only information required to fulfil the duties of the role should be accessed by the post holder.
- All employees have a responsibility to use electronic systems in a way that preserves the dignity and privacy of people, helps to ensure services of the highest quality, and is compliant with the law and Hospice policies and procedures

Health and Safety

- To complete incident reporting as needed and follow up vehicle repairs and driver as needed.
- To complete all mandatory training and adhere to always recommended practices.
- The Hospice will take all reasonably practical steps to ensure the health, safety, and welfare of its employees while at work. Employees will familiarise themselves with the Health and Safety Policy and procedure as well as the fire procedures and ensure a safe working environment for self and others in line with these.

Safeguarding

- All employees should make themselves aware of the policies and procedures of safeguarding, take personal responsibility as far as is reasonably practicable, to safeguard children and vulnerable adults, complete statutory and mandatory training and take appropriate action as set out in the Hospice's policies and procedures.

Infection Control

All employees have a responsibility to ensure the risk of infection to themselves, colleagues, patients, relatives and visitors is minimised by:

- Attending mandatory training and role specific infection prevention education and training
- Challenging poor infection prevention and control practices
- Ensuring their own compliance with Hospice Infection Prevention and Control policies and procedure.

Equal Opportunities

- The Hospice welcomes all persons without regard to race, religion or belief, age, gender re-assignment, sex, sexual orientation, pregnancy or maternity, marriage or civil partnership, physical or mental disability. The Hospice aims

to provide services in a manner that enables all members of the community to access them.

- Employees must behave in a non-judgemental manner that respects the differing needs and cultures of others.

Note: This post is deemed to require a Disclosure check via the Disclosure and Barring Service. Therefore, it will be necessary before the appointment to contact the DBS to check on any relevant criminal background.

This job description is not intended to be an exhaustive list of duties and responsibilities of the post and the post holder may be requested to carry out duties appropriate to the grade of the post.

The post may change over time to meet organisational/personal requirements, and this job description may be changed after consultation with the post holder

Some flexibility in the hours worked will be essential at times to meet demands placed on our service.

The post holder shall perform their duties at any other reasonable location to which they may be directed from time to time by the Employer

JOB DESCRIPTION AGREEMENT

Signature of Post holder: **Date:**

Signature of Manager: **Date:**

