

VOLUNTEER ROLE DESCRIPTION

Role Title	Volunteer Driver
Location	Ashford, Canterbury, Thanet
Time Commitment	Flexible depending upon demand, a minimum of 4 hours per week
Responsible To	Hospice Services Manager

PURPOSE OF THE ROLE

To provide a safe and welcoming transport service by driving patients to and from their home to the designated area of service e.g. out patients appointments, Pilgrims Therapy Centre sessions.

KEY DUTIES AND RESPONSIBILITIES

- ◇ To transport patients and carers in a safe and appropriate manner and to agreed times
- ◇ To warmly greet passengers and make them feel welcome and comfortable
- ◇ Before driving off, to ensure that the passengers are comfortable and secure in the vehicle
- ◇ To maintain confidentiality regarding information relating to patients, carers and staff, in line with the Hospices' policy
- ◇ To work within parameters of the role
- ◇ To adhere to current Hospice Lone Working policy
- ◇ To access and work within the framework of training provided
- ◇ To speak to the relevant Associate Practitioner or Clinical Lead with regards concerns/worries relating to patients/carers in a timely manner
- ◇ To ensure future availability for driving is provided in a timely manner
- ◇ To appropriately complete required paperwork in relation to role, including Expenses Claim Forms
- ◇ To ensure that the vehicle being used conforms to all legal and safety requirements.
- ◇ To attend the Hospice during the agreed shift time and to notify the Hospice in good time if you are unable to attend for any reason
- ◇ To attend or contribute to volunteer meetings whenever possible
- ◇ To adhere to all relevant Pilgrims Hospices policies

KEY EXPERIENCE, SKILLS and ATTRIBUTES

Volunteer Drivers will be providing the service as part of a team and according to a co-ordinated rota. The need to be punctual, reliable, able to co-operate with others and to fulfil their commitments according to our guidelines and training is essential. We also require:

- ◇ A professional attitude
- ◇ Good listening skills
- ◇ A helpful and caring manner with a friendly disposition.
- ◇ An ability to work within agreed boundaries and maintain confidentiality
- ◇ Appropriate driving and vehicle/documentation and a current full driving licence
- ◇ An understanding of and empathy with the needs of patients/carers
- ◇ Excellent communication skills
- ◇ An ability to keep accurate mileage records, in accordance with given procedures.
- ◇ Commitment and flexibility in being available at mutually agreed times
- ◇ To be able to work in an emotionally challenging environment

ESSENTIAL TRAINING REQUIREMENTS

- ◇ Hospice and role specific induction sessions
- ◇ Infection control
- ◇ Boundaries and confidentiality
- ◇ Safeguarding
- ◇ Lone worker
- ◇ Back awareness training/wheelchair use
- ◇ Sage and thyme training
- ◇ Any other role specific training

VOLUNTEER DRIVERS MUST

- ◇ Undertake an Enhanced Disclosure & Barring Service (DBS) Check
- ◇ Inform Pilgrims Hospices of any new driving convictions
- ◇ Not drive if unfit to drive due to a medical condition
- ◇ Not drive when too tired to do so safely
- ◇ Not drive when affected by drugs or medicines
- ◇ Not drive when affected by illness
- ◇ Not smoke whilst transporting patients/carers
- ◇ Not use a mobile phone whilst driving
- ◇ Not exceed number of passengers as per the capacity stated for the vehicle
- ◇ Not drive in adverse weather conditions e.g. heavy snow or ice

WHAT WE OFFER YOU

- ◇ An opportunity to make a difference in your local community
- ◇ A friendly environment in which to volunteer
- ◇ Full training and support
- ◇ A chance to develop new skills
- ◇ A chance to meet lots of new people
- ◇ A positive experience to add to your CV
- ◇ A reference (subject to qualifying period and satisfactory attendance)