

## Driver Volunteer (Patient/Staff) Role Profile

### The Role

To support all areas transporting of patients and/or staff to ensure efficient use of time and resources.

### What will I do?

- You will be taking patients and/or staff to specific destinations using your own vehicle
- Collect patients from their home and taking them to and from our service locations across Southampton, Portsmouth and surrounding areas
- Assisting patients in and out of the vehicle ensuring their and your own safety at all times
- Ensure patients are safely inside the destination before leaving
- In some cases, accompanying patients until they are ready to return home
- Logging mileage and completing expense forms weekly to ensure reimbursement for out of pocket expenses
- Maintain regular communication with lead volunteers for support
- Provide feedback to Voluntary Services Team on your experiences and any suggestions for improvement
- Inform Voluntary Services Manager/Area Lead immediately of any problems, concerns or incidents

### What will I not do?

- Provide clinical or medical treatments of any kind
- Provide psychological interventions
- Using patient identifiable data apart for its intended use (unless authorised directly by the Trust)
- Inappropriately store any patient information
- Handling of patients' personal belongings
- Undertake any manual handling procedures i.e. lifting individuals or heavy objects
- Communicate in any media that may reflect negatively on the Trust or any of its patients, staff, volunteers, or services. If in doubt, please discuss with the Voluntary Services Manager
- Take photographs of patients whilst undertaking any volunteering duties or of staff or other volunteers without their explicit permissions



### **Who will I be accountable to?**

- You will be directly accountable to the Voluntary Service Manager
- You will fulfil your role under the same health and safety, employment regulations and confidentiality as employed personnel
- You will be subject to an enhanced Disclosure and Barring Service (previously known as Criminal Records Bureau) disclosure

### **What skills and equipment do I need?**

- Full clean driving licence
- Access to a car in a roadworthy condition and appropriate insurance
- Ability to help/escort patients from home to car
- Punctuality and Reliability
- Approachable
- Positive and friendly
- Confident with dealing with people
- Trustworthy
- Ability to maintain confidentiality
- Aware of health & safety issues
- Able to work alone, as well as part of a team
- Flexible and keen to learn

### **What Training is available to me?**

- Trust mandatory training
- Corporate induction
- Local induction programme
- General Data Protection Regulation Training
- Any other relevant training

### **What can we offer you?**

- Advice, support, access to training and personal development opportunities
- Clear policies and procedures that govern your voluntary role
- The opportunity to take an active role in Solent NHS Trust
- To be valued for the role that you do
- Reimbursement for out of pocket expenses (by prior arrangement)
- Develop fantastic support and supervisory skills for your CV
- Provide flexible hours that suit you
- Give back to your local community
- Support others who are giving back to your community
- Support your local NHS
- Interview offered (after 6 months) with Solent NHS Trust 'bank' team

21 May 2020

Review by 1 May 2021

