

Volunteer Driver

Role Description

Role title: Volunteer Driver

Accountable to: Lead Practitioner

Reports to: The Transport Co-ordinator for day to day transport responsibilities

Times: Days as agreed

Purpose of the Role: To provide safe and reliable transport for clients of Blythe House Hospice maintaining confidentiality at all times

Responsibilities:

- Collect clients from their home, escort them to the vehicle and ensure that they are in a safe and comfortable position for the journey
- Where appropriate, check that the client's home is safe and secure before leaving
- Ensure that the journey is as safe, comfortable and smooth as possible
- Escort the client(s) into Blyth House on arrival and ensure that an appropriate member of staff knows that they have arrived
- Report any accidents, illness or other concerns relating to clients directly to an appropriate member of staff on arrival, together with any other relevant information relayed by the client's family or carers
- Carry out the responsibilities detailed above in reverse for the client's return journey home
- Ensure that on the return journey the client is escorted to their home and that, as far as is reasonable and practicable, all is well
- Support clients and their family and carers by providing a friendly listening ear and sharing relevant information with an appropriate member of staff
- Maintain confidentiality at all times
- Wear an identification badge and appropriate clothing while acting as a volunteer driver
- Participate in training as required
- Comply with all relevant Blythe House Hospice policies and procedures

Qualities and Skills required:

- A flexible attitude and approach; particularly when changes to transport arrangements have to be made and sometimes at very short notice
- A confident attitude to driving
- At least three years driving experience
- A calm, sensitive and understanding manner when dealing with clients and their family or carers
- Ability to deal with situations, possibly emergencies, which may occur during the course of transporting clients

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Conditions of Driving:

Volunteer drivers must have the following:

- A full, current, clean driving licence
- Fully comprehensive insurance, together with a declaration from their insurers that the insurance cover allows for transporting of clients on behalf of Blythe House Hospice
- A roadworthy vehicle with up-to-date road tax and MOT certificate
- A vehicle that most clients can access easily

It is extremely helpful for a volunteer driver to have, and a mobile telephone, which can be accessed when they are transporting clients.

All drivers are required to undergo an enhanced disclosure.

Training:

- Where practical, a new volunteer driver will be invited to accompany an experienced driver on a journey
- All volunteer drivers are required to undertake relevant, mandatory training and regular refresher sessions and to follow the principles and best practice guidelines in the 'Guidelines for Volunteer Drivers' handbook (under redevelopment)

Expenses:

Blythe House offers volunteer drivers the opportunity to claim reimbursement of mileage costs. Please ask the Volunteer & Support Services Manager for information.

July 2013