**Volunteer Role Description**

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| **Role title** | Patient Driver Volunteer | **Reports to** | Patient Driver Lead |
| **Department** | Supportive Care | **Accountable to** | Patient Driver Lead |
| **Hours** | Variable – typically however appointments require a commitment of 3-4 hours, including collection, waiting time and drop off.  |
| **Commitment required** | Flexible. To be agreed in advance and include attendance at team meetings. Commitment to a series of regular appointments (for example, each Tuesday lunchtime) so there is continuity for patients attending our six week programmes, is preferable but not essential |
| **Location** | North Devon Hospice – Deer Park, Newport, Barnstaple, North Devon EX32 0HUOR TheLong House, Dobles Lane, Holsworthy, EX22 6GH |

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| **Role summary*** To provide transport for patients to and from the hospice for visits, treatments and therapies, using volunteer’s own car. Drivers may also be asked take patients to hospital appointments, locally or further afield.
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| **What’s involved*** Receive transport requests via telephone
* Provide (only) the agreed and authorised journey(s) for the patient
* Offer a listening ear, whilst driving safely and remaining non judgemental
* Provide reasonable assistance, when necessary, to patients getting in and out of the vehicle
* Maintain contact with the hospice with regard to availability, patient issues etc.
* Keep Supportive Care up to date with annual copies of insurance certificate, MOT and driving licence
* Follow the guidelines outlined in the Volunteer’s Drivers Handbook.

**Key responsibilities*** Adhere to all North Devon Hospice policies and procedures
* Undertake all ongoing training required in relation to your role, e.g. client confidentiality, safeguarding, health & safety, etc.
* Actively participate in hospice risk management process in order to help safeguard the welfare of patients, visitors, volunteers and staff
* Adhere to good practice regarding professional boundaries
* Attend meetings with hospice staff and volunteers
* Complete statutory training in accordance with North Devon Hospice requirements
* All volunteers are responsible for ensuring that they follow good infection control practice at all times and that they are familiar with infection control policies, procedures and guidance relevant to their area of work.
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| **Benefits*** Meet new people
* Help others within your local community
* Reimbursement of all reasonable travel expenses
* Valuable experience, either for personal or professional benefit.
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| **Training & supervision*** Induction and statutory training, prior to commencing the role
* Required ongoing training relevant to the role as directed by North Devon Hospice, for example: health & safety, moving & handling etc.
* Regular support and information meetings
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**This role description may be reviewed in light of any changing service requirements. The role description is not exhaustive; other tasks may be requested from time to time.**

**Person Specification**

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|  | **Essential** | **Desirable** | **Method of assessment** |
| **Qualifications** | * Full driving licence
* Safe and tidy car
 |  | Application form, driving licence, vehicle insurance & MOT documents |
| **Skills & knowledge** | * Safe, confident driver willing to use own car
* Able to respect and maintain confidentiality
 | * Non-judgemental approach
 | Online driving assessment, application form, interview and references |
| **Experience** | * Good listening and communication skills
 | * Ability to work in a flexible, mature, compassionate manner
 | Application form, interview, and references |
| **Personal qualities** | * Sensitive, caring and calm approach
* Commitment to following NDH policies & guidelines
* Friendly, reliable and committed
 | * Enjoyment from meeting and supporting people
* Ability to relate to people from all backgrounds
* Ability to maintain a healthy perspective
 | Application form, interview, and references |
| **Additional requirements** | * An enhanced Disclosure and Barring Service (DBS) check is required for this role. The hospice applies and pays for this on your behalf.
* You must be medically fit to drive.
 |  | DBS application by North Devon HospiceHealth declaration  |

Date: August 2019 Authors: Supportive Care, Volunteer Office