

## Volunteer Patient Driver Role Description

- Role:** Volunteer Patient Driver
- Accountable to:** Home Nursing Lead or Family and Bereavement Support Lead
- Responsible to:** Member of the clinical team organising patient/carer transport
- Overall Objective:** To provide transport and support for the patient to and from the service as a member of the volunteer driving team, in accordance with the policies of Hospice at Home West Cumbria. The volunteer driver will also follow the guideline for volunteer drivers.
- Location:** Hospice at Home West Cumbria area covers Maryport to Millom and surrounding villages. The exact area to be covered by the driver will be agreed between the volunteer and the line manager.
- Hours:** Approximately 2 to 3 hours a day per week, fortnight or month to be agreed between the volunteer and line manager.
- Skills required:** Responsible driver (full driving licence)  
Nor formal training required as further training will be given.

This is a voluntary position where no pay will be given, however travel expenses can be refunded and out of pocket expenses as agreed with the line manager.

Roles are subject to a 1 month trial.

### **Key Responsibilities:**

1. To collect the patient from their own home/residence safely ensuring the patient has their coat/hat/bag, medication (if required) and house keys. Check with the patient the property is secure and safe i.e. windows are closed, gas fires are switched off, door is locked etc.
2. Transport the patient safely to the centre and provide support with their belongings into the establishment as instructed by the line manager.

3. Return journey transport, collect the patient and their belongings from the centre and provide support to the car as instructed by the clinical staff member.
4. Return the patient to their home/residence safely ensuring the patient has their coat/hat/bag, medication (if required) and house keys. Check with the patient they are safe and secure in their property before leaving.
5. Complete and return relevant documentation i.e. service record form etc. and record any changes and unexpected events. Feedback any concerns ASAP direct to the line manager, Team Lead or Hospice at Home West Cumbria's hospital office.
6. To act always in accordance with the aims and objectives of Hospice at Home West Cumbria.

**General:**

1. Respect the confidentiality of any information held in relation to past or present patients, carers, staff and other volunteers.
2. Attend Health & Safety and other training specific to the role.
3. The organisation is a no-smoking area for staff and volunteers.