

**Volunteer Role Description**

**Role:** Volunteer Patient Driver

**Responsible to:** Volunteer Co-ordinator

**Overall Objective:** To provide transport and support for the service user to and from the service as a member of the volunteer driving team, in accordance with the policies of Hospice at Home West Cumbria.

**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 when required, to be agreed between the volunteer and line manager.

**Skills required:** Responsible driver (full driving licence)

No 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 one-month trial.**

**Key Responsibilities:**

1. Transport the service user safely to and from the destination as agreed and provide support with their belongings as appropriate.
2. To collect the service user from their own home/residence safely, ensuring they have their coat/hat/bag, medication (if required) and house keys. Check with the service user that the property is secure and safe.
3. Return the service user to their home/residence safely ensuring they are safe and secure in their property before leaving.
4. Feedback any concerns as soon as possible to the clinical team organising patient/carer transport or the Volunteer Co-ordinator.

**General:**

1. Respect the confidentiality of any information held in relation to past or present patients, carers, staff and other volunteers.
2. Undertake mandatory training via eLearning and any other training specific to the role.
3. Always act in accordance with the values and behaviours of Hospice at Home West Cumbria.