

VOLUNTEER ROLE DESCRIPTION

Volunteer Patient Driver, BHSS



Bolton Hospice
caring from the heart

Reports to: Senior Sister, BHSS

Accountable to: Voluntary Services Co-ordinator, Senior Sister, BHSS

Hours

To collect a patient at approx 9.30am in order to arrive at the Day Therapy Unit at 10 am and to return to the Hospice at approximately 3pm to drive the patient home. Additional attendance for training sessions as required

Aims

- To provide a transport service for patients coming to planned day therapy sessions.

Responsibilities

- To collect patients from their homes punctually in order to arrive at the hospice at approx 10am, returning to the hospice to collect patients and return them home at 3pm.
- To be sensitive to the patient's comfort while in the car and throughout the journey.
- To assist patients with getting into and out of the vehicle and with transferring from the vehicle to the Hospice or patient's home, in line with safe practice and Hospice procedure.
- To chat to patients as required and be a friendly, caring listener and communicator, always respecting confidentiality.
- To discuss with staff any suggestions, queries or concerns you may have.
- To report any untoward incidents or accidents (however minor) to the Senior Nurse in Charge as soon as possible.
- To give staff as much notice as possible if you are unable to undertake a pre-arranged duty to allow alternative plans to be made.
- To ensure that your vehicle is roadworthy, with a valid MOT certificate (if required) and that your insurance company is aware that you are driving as a volunteer for the Hospice.
- To attend training sessions as required
- To comply with Bolton Hospice policies and procedures for volunteers.