



SECTION 1 – ROLE DESCRIPTION

Posts which involve regular contact with vulnerable adults and/or children are exempt from the Rehabilitation of Offenders Act 1974, by virtue of the Rehabilitation of Offenders Act (Exemption Order) 1975. Appointment to this role will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the successful applicant to provide the Disclosure and Barring Service certificate prior to commencement in post. Failure to do so may lead to the conditional offer of employment being withdrawn.

JOB DETAILS

Role Title	Volunteer Car Driver (VCD)	Band	n/a
Hours of Work	Flexible	Base	n/a
Department	Patient Transport Services	Directorate	Integration

PART A: ROLE SUMMARY

To assist and convey patients who have been appropriately allocated journeys within the protocols of the East of England Ambulance Service NHS Trust. This includes journey's to and from hospital / clinic appointments.

Supporting patients who are able to walk but may need support to and from vehicle such as, offering them your arm or carrying a bag for them. Volunteers are expected to assist each patient from their door or other departure point, into the vehicle, ensuring that the patient gets in and out of the vehicle safely and wears the seat belt, arrives at their destination safely and is assisted to the waiting area or back into their home as required.

Providing the best possible experience for the patient in line with the Trust core values

Care - We value warmth, empathy, and compassion in all our relationships.

Teamwork - Together as one, we work with pride and commitment to achieve our vision.

Quality - We strive to consistently achieve high standards through continuous improvement.

Respect - We value individuals, including our patients, our staff and our partners in every interaction.

Honesty - We value a culture that has trust, integrity, and transparency at the centre of everything we do.

PART B: ROLE DUTIES, RESPONSIBILITY, AND ACCOUNTABILITY



1. Key Responsibilities of the Role

- 1.1 Greet a patient at their door/location of clinic within a healthcare premise and assist them to the vehicle, ensuring that they get to and from the vehicle, wear a seat belt throughout the journey, and get in and out of the vehicle safely.
- 1.2 Ensure that patients are taken to and collected from the agreed treatment area within the hospital or clinic in a timely manner. Reporting and recording accurate times via the PDA system or PTS Control.
- 1.3 As well as our EEAST contractual standards, we need to ensure that you are aware of the legal requirements whilst driving and carrying patients on behalf of EEAST.
- 1.4 Before undertaking any journey, you should always check your vehicle is in good mechanical condition.
- 1.5 Drive in a manner appropriate to the patient's condition and in accordance with road safety regulations.
- 1.6 Adhere to Trust policy in respect of the control of confidential information as outlined within the Data Protection Act and the Caldicott Principles
- 1.7 Maintain an appropriate level of care for patients, relevant to their condition within the authorised level of competence.
- 1.8 Maintain the vehicle in a sanitary condition in line with health & safety and Infection Prevention and Control Guidelines. Complete and maintain specified cleaning regime. Ensure that the health and safety policy is adhered to within all working environments. Observing the no smoking rule for both driver, patients, and carers at all times.

2. Communications and Stakeholder Engagement

- 2.1 Maintain clear and regular communication with the Patient Transport Service Control Centre, PTS Operational Manager, and other Healthcare professionals / colleagues, in line with agreed protocols. Ensure that the needs of the patient are met, and operational efficiency and effectiveness is maintained.

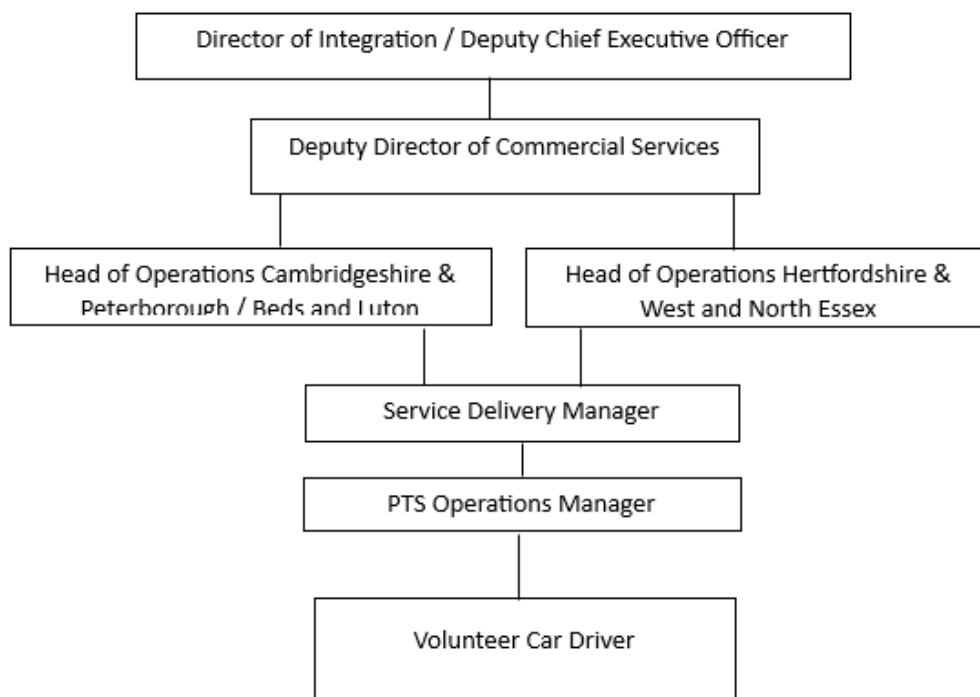
3. Role Specific Details

- 3.1 Keep up to date with Trust Policy, Procedure and Operational Guidelines and relevant training required.
- 3.2 Providing the PTS Operational Manager or Operational Resource Administrator the following documents on an annual basis.
 - Driving licence (Authorisation for Licence Check)
 - Car Insurance renewal documentation
 - MOT certificate, if applicable
- 3.3 Responsibility for protecting, safeguarding, and promoting the welfare of children and vulnerable adults.
- 3.4 All posts will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the



successful applicant to provide the Disclosure and Barring Service certificate prior to commencement in post.

PART C: STRUCTURE CHART



PART D: KEY STAKEHOLDERS

Internal

- PTS Operations Manager
- Service Delivery Manager
- Front of House
- Planners / Day Controllers
- Operational Resource Administrators

External

- Other NHS Trusts
- Patients/Family/Carers

PART E: TRUST GENERAL STANDARDS



DBS Checks and the Rehabilitation of Offenders Act: Posts which involve regular contact with vulnerable adults and/or children are exempt from the **Rehabilitation of Offenders Act 1974**, by virtue of the **Rehabilitation of Offenders Act (Exemption Order) 1975**. Appointment to this role will be subject to a DBS check through the Disclosure and Barring Service, at the appropriate level, which is deemed satisfactory to the Trust. The Trust will ask the successful applicant to provide the Disclosure and Barring Service certificate prior to commencement in post.

Posts that are Exempt from the Rehabilitation of Offenders Act 1974: Failure to inform the Trust of any convictions, cautions, reprimands, or warnings, during the course of volunteering for EEAST may lead to your agreement being cancelled.

Flexibility: The post holder may be required to work at any of the Trust's sites in line with service needs.

Infection Prevention and Control: All Trust employees & volunteers have duties under the Health and Safety at Work, etc, Act 1974 which have a bearing on the prevention and control of infection in particular. Staff are expected to understand their responsibilities as outlined in the infection prevention and control policy and related guidelines, comply with all stated systems, and maintain their knowledge of infection prevention and control relative to their role.

Confidentiality, Data Protection, Freedom of Information, and Computer Misuse: The information being handled by employees & volunteers of EEAST is strictly confidential. Failure to respect the confidential nature of this information will render the employee subject to disciplinary action, including possible dismissal. This could also constitute a criminal offence. It is the duty of all employees to uphold the principles of the Data Protection Act 2018, the NHS Confidentiality Code of Conduct, Caldicott Principles, and the terms of the employment contract. All staff must safeguard the handling of information held in both computerised and manual filing systems and it is the employees' responsibility to ensure all records are accurate and up to date and that errors are corrected or notified, as appropriate.

All staff & volunteers must be aware of their responsibilities under the Freedom of Information Act 2000 and must comply with, and keep up to date with, Trust policies and legislation on confidentiality, data protection, freedom of information and computer misuse.

Communication: All staff & volunteers should be able to communicate effectively with people who use services, and other staff, to ensure that the care, treatment, and support of people who use services is not compromised.

Health, Safety, Security and Risk Management: All staff & volunteers are required to adhere to, and act consistently with, all relevant health and safety legislation and Trust policies and procedures in order to ensure that the health, safety, and security of others, and their own, is maintained. This will include identifying and reporting all risks to health and safety, security of equipment and property, use of necessary safety devices and protective clothing and the achievement of the Trust's objectives, in accordance with the Trust's risk management strategy and policies.

Major Incident: In the event of a major incident, civil unrest, or other potential large-scale service disruptions (eg Pandemic) all East of England Ambulance Service NHS Trust employees will be expected to report for duty on notification. All employees are also expected to play an active part in preparation for a major incident, civil unrest, or other potential large-scale service disruptions (e.g. Pandemic) and to undertake training as necessary. (Volunteers may be expected to support).

Business Continuity: All AfC Band 7 post holders and above are required to ensure that the business continuity management system requirements under their area of responsibility are fully embedded into day-to-day business processes and that the necessary resources are available. Post holders should promote continual improvement of the Trust's business continuity management system. This includes communicating the importance of effective business management to their team(s) and direct and support others to contribute to the effectiveness of business continuity. Promote continual improvement of the Trust's business continuity management system.

Equality and Diversity: Actively promote the Trust's commitment to equality and diversity by treating all patients, colleagues and visitors with dignity and respect and comply with related policies including Equal Opportunities Policy, Dignity at Work Policy, Recruitment and Selection Policy, etc.

Mandatory, Job-Related Training and CPD: Take a proactive approach to own personal development in order to ensure that skills set is aligned to the demands of the role as it evolves and develops to meet the organisation's changing needs. This will include completion of mandatory training and local management support for 1:1 session to identify any reasonable adjustments you may need for learning at the earliest opportunity.

Safeguarding Children and Vulnerable Adults: All employees & volunteers have a responsibility for protecting, safeguarding, and promoting the welfare of children and vulnerable adults. Further information about the Trust commitment to this, and your responsibilities, can be sought from the Trust's Child Protection Leads.

No Smoking Policy: East of England Ambulance Service NHS Trust is a No Smoking Trust and all staff & volunteers must comply with the Trust's No Smoking Policy.

Data Quality: It is the responsibility of all employees & volunteers to ensure data is of a high-quality standard, in order to support the Trust in providing a quality service. Data must be accurate, valid, reliable, timely, relevant, and complete. For further information on the Trust's commitment to this, please refer to the Trust's Data Quality Policy.



Standards of Business Conduct: It is the responsibility of all employees & volunteers to conduct all business in an honest and ethical manner. The Trust is committed to acting with integrity in all its dealings and relationships and to implementing effective systems to prevent bribery. The Trust will uphold all laws relevant to countering bribery and corruption, including the Bribery Act 2010, in every aspect of its conduct including its dealings with public and private sector organisations and the delivery of treatment and care to patients.

Following the implementation of the Bribery Act 2010, all employees & volunteers should be aware that if they accept or offer any financial or other advantage, with the intention or knowledge that this is received in order to induce or reward the improper performance of their duties or offered to induce or reward the performance of another person's duties, they may be guilty of an offence under the Bribery Act 2010. For further information on the Trust's commitment to this, please refer to the Trust's Anti-Bribery Policy.

Sustainable Development: Eeast is committed to delivering its services in a more sustainable way, encouraging staff, volunteers, and patients to make sustainable lifestyle choices through awareness campaigns and working with local communities. All employees have a responsibility to ensure the Trust achieves its high standard of sustainable development, and have positive impacts on health, expenditure, efficiency, and equality across the six counties of the Eastern region in which it operates.

PART F: DBS REQUIREMENT

Does this post require a DBS check to be undertaken?		Yes	
If yes, please indicate what level of check is required:			
Basic Standard	☐ ☐	Enhanced Enhanced with Child & Adult Barred list	☐ ☒
Rationale: (please see example below)			
Example: DBS Requirement: Enhanced with Child & Adult Barred Lists Volunteer Car Drivers will be working with adults and children, conveying them to and from their home address to appointment, accessing patient's properties.			
For support and guidance on which roles require/eligible for a DBS check please go to: https://www.nhsemployers.org/case-studies-and-resources/2018/08/dbs-eligibility-tool or https://www.gov.uk/government/collections/dbs-eligibility-guidance			
Has the DBS level been approved by EVC Panel:		Yes	No
Date DBS level approved:			

PART G: ROLE DESCRIPTION (AUTHORISATION)

This Role Description reflects the current main organisation priorities for the post. In the context of rapid change taking place within the NHS/Trust, these priorities will develop and change in consultation with the post holder in line with service needs and priorities.

Line Manager's Name/Signature:

Dated:



Job Evaluation (Indicative/Provisional Band) Approved:	Dated:
Job Evaluation (AfC Band) Approved:	