



Volunteer Car Drivers Role Description

Our Patient Transport Service operation is supported by an active and much valued cohort of Volunteer Car Drivers who operate throughout the North West.

Volunteer Car Drivers are volunteers who live and work in the local community and give up their time to assist our Patient Transport Service in transporting mobile patients to and from hospital appointments such as outpatients, radiotherapy, renal dialysis, etc. This service is greatly relied on and appreciated by the patients we transport as demonstrated by the volume of compliment cards we receive.

We currently have approximately 200 volunteers and are looking for people who live in Lancashire who would be willing to give their time to provide this service.

The frequency and quantity of hours are flexible and determined by your availability as this is what is great about being a volunteer as you can choose to help out when it suits you.

As a volunteer, you will not receive a salary however you will receive a mileage allowance of 45p per mile for all miles driven whilst volunteering. In addition you would receive any out of pocket expenses such as car park fees, telephone calls and subsistence for a meal for any journeys exceeding 100 miles in one direction.

Volunteers notify their availability to the control room for the week ahead. On that basis, details of the patients to be collected can be accessed through a secure online portal from 18:00hrs on the working day prior to transport. On the day of the travel, the driver collects the patient and takes them to their appointment. You may also be asked to return the same patient. You will be required to note the pick up and drop off times as well as the mileage driven. This is then used as to report quality times and to support your expense claim.

If you meet the requirements below and are interested in becoming a volunteer for the North West Ambulance Service NHS Trust, please log onto [Current vacancies - NWAS - North West Ambulance Service](#)

Requirements

To apply to become a volunteer the applicant must have;

- Access to a four door car
- Fully comprehensive Insurance to carry patients and indemnity to operate as a volunteer
- No more than six points on their licence
- Have an enhanced DBS check carried out and have no unspent convictions.
- Have access to the internet and email
- Good communication skills, calm whilst driving.
- Patient, and empathic with the ability to work under pressure.
- Understand this is a volunteer role.
- Honesty, organised and has genuine passion to support their communities.

- Overall smart appearance and good standard of personal hygiene.
- Approachable, Sympathetic, reliable and committed to the role.
- Have some computer literacy skills and access to the internet.
- Full driving licence no more than 6 points. (Understand we can't have any drivers with more than 6 points).
- More than one years driving experience.
- Has the right to work in the UK
- Be able to provide 2 references.

Recruitment Process

Applications are made online via TRAC through [Current vacancies - NWAS - North West Ambulance Service](#) and will follow the process below;

- Shortlist
- Interview
- DBS/References/Right to work
- Induction

What training will you receive?

Volunteers attend induction training. This covers topics such as;

- The driver handbook
- Overview of the Patient Transport Service
- Allocation of work
- Safe practice
- Documentation – Completion and submission
- Month End procedures

Volunteers are provided with access to online mandatory training modules. This covers topics such as;

- Safeguarding of adults and children
- Basic Life Support
- Health And safety
- Moving and Handling
- Dementia Awareness
- Care of the elderly patient
- Conflict and communication
- Risk Management
- Infection prevention & Control

A series of these modules are required to be completed prior to volunteers becoming active. To maintain volunteer status volunteers have to complete training on an annual rolling basis. This list of training is not exhaustive and as the service develops more training may be required.

Ongoing Checks

Once a volunteer has been accepted, the following checks will be undertaken on a regular basis;

- Driving Licence check (Annual through the Gov.uk website)
- MOT / Tax check (Annual through the Gov.uk website)
- Insurance check (Annual- Certificate supplied by driver)
- DBS Check