

Job Description

Job Title: Overnight Driver/Receptionist

Responsible to: Service Manager

Location/Base: **Hertfordshire** - Stevenage, Welwyn Garden City, Hertford, St Albans, Borehamwood, Watford, or Hemel Hempstead
West Essex – Harlow or Great Dunmow

Hours per Week: Part Time, Various

Key Relationships: *Drivers and Receptionists, Shift Managers, Senior Leadership Team, CCGs, Registered Managers and Heads of Teams, GPs, Nurses and Allied Healthcare Professionals, UTCs, Regulatory and Statutory Bodies, Executive Board.*

Overall Purpose of the Role:

The role of the driver is to transport the doctor to home visits quickly and safely and to ensure that the in-car equipment is operational and secure.

The role of receptionist at the Out of Hours bases involves checking in patients, appointment booking and comfort calling, opening and closing the base and doing stock checks.

As and when the service requires, Drivers may need to move to support another base within the region (a base other than that for which the original shift was booked).

Principle Responsibilities will Include:

- Check the car is safe to use and ensure adequate stock is always ready, e.g. checking lights, tyres, engine oil levels, screen wash, coolant level check (visual only) at the start of the shift; making sure that the vehicle has enough fuel and reporting any faults to the Shift Manager.
- Preparing the car for use, acting as a witness for the clinician where necessary.
- Accompanying the doctor on Home Visits, ensuring security and safety measures are always adhered to.
- Restocking and doing final checks on the vehicle at the end of the shift.
- Maintaining accurate records of stock used.
- Maintain the cleanliness of the vehicle for the session and to ensure that the interior is cleared of any patient information paperwork and any rubbish.
- Report any incidents or vehicle problems during the shift to the Shift Manager.
- To load and unload any vehicle medical equipment into the vehicle safely. Vehicles should be stocked with defibrillators, nebulisers, 2 x full tanks of oxygen, tagged consumables bag, PPE and paperwork folder.
- Medicines should be loaded prior to a visit and never left unattended in the vehicle.
- Always maintain the security of the vehicle, ensuring it is locked and the mobile data unit hidden from view.
- Maintain vehicle logs and records as required.
- Check HUC emails at the start of the shift.



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- Act as receptionist in Out of Hours base when required.
- To use the computerised system for recording confidential data in line with operational policies and procedures.
- Monitor patients while in the base and make clinicians aware of any patients with worsening/declining illness.
- Book patient appointments using a recorded line, ensuring all local performance requirements are met.
- Comfort call patients to ensure they are updated about the visit time/any delays or visits that may breach.
- Carry out base checks and restock consumables in the bases.
- Follow HUC Standard Operating Procedures and Policies for drivers and receptionists in carrying out the role.
- Communicate effectively with the call centre using mobile phone, taking, and logging call details, and to check the accuracy of any received information, e.g. if there is difficulty contacting a patient, to check the telephone number.
- Ensure that patient confidentiality is always adhered to.
- Complete all required paperwork.
- Ensure that the workplace is safe and report any potential hazards/problems to the Shift Manager.
- At the end of the shift, to ensure that the vehicle and the Out of Hours base is left tidy and in order, with all equipment secure.
- Attend mandatory training as determined by the organisation, e.g. basic life support training.
- In addition to the above, the post holder may be required to undertake such duties reasonably commensurate with the post which may include chaperoning patients during clinical examinations.



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Training and Development:

Full training will be given to support the development of this role.
Participation in HUC's performance review and appraisal process.
Compliance with mandatory and statutory training requirements.

Training will be done in person via a buddy system and online via the HUC Academy.
A Training Passport will be issued to ensure full training is received.

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other duties and responsibilities commensurate. Any changes to this job description to take account of changing service needs will be made in discussion with the post holder.



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Supplementary Information:

Our Culture

Every patient deserves our highest standard of care and commitment. In working together innovatively, transparently, and constructively with the local community and stakeholders, we can deliver services which meet their specific needs. We learn by listening to patients' views and experiences. We are passionate about sharing our knowledge and expertise by encouraging dialogue both internally and externally to meet our high expectations for patients.

Communications

Maintaining high standards in communication across a scattered and diverse workforce, ensuring compliance in policy and procedure with all staff.

Contributing to creating a culture of open, honest communication and feedback so that all team members benefit and learn from each other.

Equality and Diversity

We are an equal-opportunity employer committed to a diverse and inclusive organisation. We welcome applications from all qualified candidates regardless of their age, caring responsibilities, disability, gender/sex, gender reassignment/trans status, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sexual orientation and socio-economic status.

Mobility / Flexibility

The normal place of work for the post is as stated above, but as a term of employment, post holders may be required to work from any of our establishments.

Health and Safety at Work

In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, workers have a duty to take responsible care to avoid injury to themselves and others by their work activities and to co-operate in meeting statutory requirements.

Infection Control

Employees must be aware that preventing healthcare acquired infections and infection control is the responsibility of all staff. Clinical procedures should be carried out in a safe manner by following best practice and infection control policies.



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Data Protection and Confidentiality

Employees must maintain confidentiality when dealing with sensitive material and information and are required to read, understand, and accept the terms of the Data Protection and Confidentiality Policy. The protection of data about individuals is a requirement of the law and if any employees is found to have permitted unauthorised disclosure, the organisation and individual may be prosecuted. Disciplinary action will be taken for any breach.

No Smoking Policy

HUC recognises the health hazards of smoking for smokers and non-smokers and acknowledges the rights of staff to work in a smoke-free environment. Consequently, the organisation has adopted a 'Smoking Policy' which specifies that smoking is not allowed anywhere on HUC premises or near company vehicles.

Safeguarding

Post holders have a general responsibility for safeguarding children and adults at risk in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines and undertakes training at the appropriate level for their role.

Our Values



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Person Specification

Knowledge and Experience

Essential:

- Good literacy and IT skills
- Full UK Driving License – (minor infringements reviewed individually, No Dangerous Driving)
- Good driving skills and road safety awareness

Desirable:

- Knowledge of healthcare settings, policies, and procedures
- Previous driving experience within a business environment
- Good local area knowledge
- Ability to work flexible hours.

Personal Attributes, Values and Behaviours

Essential:

- HUC Ambassador
- Good communication and interpersonal skills
- Must be a team player and prepared to work flexibly.
- Able to use initiative to solve problems.
- IT literate with good keyboard skills
- Able to liaise with other team members and staff from other agencies at all levels.



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General

All employees of HUC must understand and actively participate in Safeguarding, Health and Safety and Equality and Diversity Policies and Procedures to ensure that people who use our services, other workers and stakeholders are safe and respected whilst in HUC's care. Each employee must take joint responsibility with their line manager for their own personal and professional development at work.

Any offers of employment are subject to pre-employment checks, and these include DBS Disclosure, References and Social Media checks.

Terms of Employment

NHS Pension Scheme
 Travel and expenses scheme
 Career opportunities
 Training and development opportunities
 Access to employee perks and discounts through our Heroes hub employee benefit & wellbeing site
 Employee Assistance Programme



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