Job Description

Job Title:	Volunteer Driver – Patient Transport Service
Reports to:	Sam Parker
Location:	On the road, across the service areas listed below
Contract type:	Volunteer Zero Hours Expenses: Vehicle mileage rate and reasonable out-of-pocket expenses
Hours of work:	Monday to Friday, with weekend availability welcomed
Job Purpose:	We are seeking enthusiastic, dedicated and caring Volunteer Drivers to join the HTG team. This important role supports our Patient Transport Service and helps us make a positive difference in the community by ensuring patients can attend healthcare appointments safely and reliably. As an HTG Volunteer Driver, you will use your own vehicle to transport patients to and from appointments or treatment. You will need a friendly and caring manner, a positive attitude and a safe, reliable car. A vehicle mileage rate and reasonable out-of-pocket expenses will be paid in accordance with company arrangements.

Main duties and responsibilities	1.1 Key Responsibilities • Collect patients from their homes and transport them safely to the required appointment or treatment location. • Return patients home following their appointment or treatment, as required. • Provide appropriate assistance to patients when getting into and out of the vehicle and when accessing their appointment. • Liaise with patients to coordinate collection and drop-off times. • Deliver a friendly, respectful and reliable service that provides the best possible patient experience. • Follow all relevant HTG policies, procedures and safety requirements. 1.2 Skills and Requirements • A confident and considerate driver with good knowledge of the roads in their local service area. • A full, valid UK driving licence with no more than six penalty points. • A minimum of three years' driving experience is preferred. • Good communication and interpersonal skills, with the ability to interact effectively and sensitively with patients. • Basic IT skills, including the ability to use a smartphone. • Access to a safe, reliable and appropriately insured vehicle. • A friendly, caring and dependable approach. **Service Locations** **Norfolk** • Norwich • Great Yarmouth • King's Lynn • Thetford • Diss **SNEE** • Bury St Edmunds and surrounding areas • Ipswich and surrounding areas • Colchester and surrounding areas • Clacton-on-Sea and surrounding areas **Grimsby** • Grimsby and surrounding areas **Dorset and Surrounding Areas** • Bournemouth • Poole • Dorchester

	• Yeovil • Swanage • Blandford Forum • Sherborne • Shaftesbury **Cornwall** • Penzance and surrounding areas • The Lizard • Truro • Bude • Liskeard • Saltash and Torpoint
Requirements of the role:	**Pre-Employment Checks** This role is subject to satisfactory pre-employment checks. If you are invited to interview, you may be asked to provide your full employment history. Use of Smartphone Technology

	Volunteers must have access to their own vehicle, which must comply with applicable DVLA standards.
Key Relationships	Drivers will build positive working relationships with the service manager, administrative staff and the patients they transport. They will represent HTG-UK by providing safe and reliable journeys while treating every patient with respect and dignity.

1. This job description should be regarded only as a guideline of the duties required and is not definitive. The nature of the post and the organisation is such that duties may be reviewed in the light of changing circumstances following consultation with the post holder.
2. The job holder is required to act at all times in accordance with HTG-UK agreed policies and procedures.
3. Be properly and smartly dressed at all times.
4. Adopt a flexible attitude in meeting work commitments. This will involve travelling to other areas to provide cover as required in accordance with existing arrangements.

Equal Opportunities

The Company's Equal Opportunities policy affirms our commitment to ensure that no patient, employee or prospective employee is discriminated against, whether directly or indirectly on the grounds of gender, sexual orientation, age, marital status, responsibility for dependants, disability, religion, creed, colour, race, nationality, ethnic or national origin, trade union activity, social background, health status, or is disadvantaged by conditions or requirements which cannot be shown as justifiable.

Safeguarding

The organisation takes the issues of Safeguarding Children, Adults and addressing domestic violence very seriously. All employees have a responsibility to support the organisation in our duties by:

· Attending mandatory training on Safeguarding children and adults
· Making sure they are familiar with their and the organisation's requirements under relevant legislation
· Adhering to all relevant national and local policies, procedures, and professional codes
· Reporting any concerns to the appropriate authority