

Volunteer Driver Role Description



Where is the role based?

Drivers work within the transport service, which is managed by our facilities team in collaboration with our patient services. We have two hospice vehicles; one based at each of our two buildings. Details of the location of our buildings in Finchley and Enfield are at the following links:

<https://northlondonhospice.org/contact-us/north-london-hospice-finchley> and
<https://northlondonhospice.org/contact-us/nlh-enfield/>

Our inpatient unit is temporarily based at Edgware Community Hospital until we have finished the refurbishment at our main site in Finchley – regular travel between the three sites is part of the role.

What does the service area do?

Our multi-professional patient service team provide holistic, person-centred care and support to enable and optimise quality of life. The focus is on supporting, encouraging and empowering people to work towards what is important to them. Services offered include symptom management, rehabilitation and self-management, psychological, spiritual and emotional issues, complementary therapies, help with decision making and planning for the future as well as activities to promote wellbeing overall. The transport service enables patients to attend appointments run by this service.

What would you do in this role?

In cases where transport is not available to patients or not suitable for their needs, drivers transport patients to and from appointment. They also transport items and equipment between the hospice buildings and to and from other healthcare sites.

The role is varied, with key tasks including:

- Collecting and returning patients from their home address to outpatient appointments at North London Hospice, Enfield and our Head Office building in Finchley.
- Occasionally collecting and returning patients to outpatient appointments at other healthcare sites from the Inpatient Unit (IPU) at Head Office, Finchley
- Transporting patients from IPU who may wish to visit their home for an environmental assessment prior to discharge, and occasionally for discharge from IPU.
- Delivering and collecting clinical equipment to and from patients' homes and other healthcare sites.
- Collecting drugs and blood from hospitals or pharmacies and delivering these to the IPU.

This role would suit someone who...

- Is reliable and able to work independently, ideally with knowledge of the North London geographical area.
- Caring and supportive, enjoys helping people; resilient and able to remain calm. A sense of humour is an advantage!
- Has excellent communication and interpersonal skills
- Is able, as required, to load and unload deliveries and push a wheelchair for a short distance.
- Feels comfortable around people near the end of their life, always maintaining confidentiality about patients, their families and hospice activities.

Opportunities and benefits

- Opportunity to meet new people and be part of a supportive team, including regular peer support meetings.
- Full induction and opportunities for excellent training and developing new skills.
- Chance to gain experience of working in a healthcare setting, enhancing your CV.
- Ability to make a positive difference to peoples' lives, contributing to North London Hospice's work in providing the best of life, at the end of life, for everyone.

Time expectation

We're looking for volunteers who can typically do one shift each week. Our regular driving rota is on Tuesdays and Thursdays with help with ad hoc driving jobs on other days as needed. We use a volunteering app to book slots on the rota.

Training

You will complete the corporate induction and core communication training (one day) as well as required e-learning modules, which will be refreshed regularly. You will also complete a service-specific induction training, including manual handling training. You will be invited to other optional, core volunteer training.

What else do you need to know?

- You must be 18 or over to apply for this role.
- You will have a full, clean driving licence and access to a vehicle that can be used for hospice purposes (Mileage will be paid). If using your own vehicle, it should have appropriate insurance for volunteering. Ideally, you will use the hospice vehicle available.
- It is important both to consider the emotional impact volunteering at the hospice may have and maintaining appropriate role boundaries. You will be prepared fully for your role, with support always available from others within the team.
- No personal care tasks are undertaken as part of this volunteer role.
- If you have had a recent personal experience of bereavement, this role may not be right for you at this time; you will have an opportunity to discuss this fully at interview.
- You will need basic IT skills and willingness to access emails, and the internet as required.
- Willing to work within all North London Hospice's values, policies and procedures and to attend all meetings and training related to your role.

Requirements

Completion of online application form; an informal volunteering interview, two references and a disclosure and barring service check (people are not necessarily unable to volunteer if they have a criminal record, with each case considered individually), driving licence details, completion of core and service-specific induction and training.

Equal opportunities

North London Hospice is an equal opportunities employer. We value diversity, and we acknowledge that we currently have an underrepresentation from Black, Asian and Minority Ethnic people. North London Hospice role opportunities are open to all, and we welcome applications from all suitably qualified persons regardless of their race, sex, disability, religion/belief, sexual orientation or age.

For further information, please contact the service lead

Yael Shotts, Facilities Lead @ yshotts@northlondonhospice.co.uk

If you are interested in this role and would like to apply, please follow this link to complete our online application: [MyImpactPage - Application Form - Drivers](#)