

Wellbeing Patient Escort Volunteer Role Description

Department: Wellbeing Services	Location: Hospice & Community
Responsible to: Wellbeing Transport Lead	Vol Type: Standard
Length of role: Long term	Context: Patient

Availability: Tues, Weds and Thursdays

Frequency: minimum of 1 day per week

Outline of Role:

Our Patient Escorts work with our Minibus Drivers to assist in the transportation of patients to and from our Wellbeing service.

Role tasks:

- *Working alongside the minibus driver, the escort will support and ensure patients are comfortable while they are in transit*
- *Reporting any problems or concerns to the driver*
- *Assisting patients with getting into and out of vehicles as necessary*
- *Operating lift controls at rear of minibus, ensuring that driver and patients are safely positioned during equipment use*
- *Assisting drivers to clamp wheelchairs in place, and secure seatbelts of patients*
- *Communicating with patients about their requirements and needs throughout their journey*
- *Assisting with navigation, identifying and alerting the driver to any potential hazards.*

Skills and Experience Required:

- *A reasonable level of physical fitness is required, as this is an active role*
- *Reliable, with good timekeeping skills*
- *Good communication skills, as you will be working as part of a broad multidisciplinary team of staff and volunteers*
- *Practical – ability to learn and operate new equipment*
- *Organised, and able to manage own duties for the day*
- *An understanding of the importance of 'Safeguarding', both in relation to self and others is desirable (training will be given)*

Personal Qualities Required:

- *Enthusiastic and self-motivated*
- *'Hands-on' with the ability to learn and operate new equipment*
- *Able to follow instruction, and remain within the boundaries of the volunteer role*
- *Friendly and able to build a rapport with people of all backgrounds*
- *Flexible and proactive - able to respond to circumstances as they change*
- *Willing to undertake any necessary training for the role as required*

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Learning Needs:

Statutory

Training Module	Required for role Y/N	Method	Renewal
Equality, Diversity & Human Rights	Y	e-learning (45 mins)	3 years
Safeguarding Adults Level 1	Y	e-learning (30 mins)	3 years
Information Governance	Y	e-learning	Annual
Infection Prevention & Control Level 1	Y	e-learning (30 mins)	Annual
Moving & Handling Level 1	Y	e-learning (30 mins)	Annual
Fire Safety Level 1	Y	e-learning (30 mins)	2 years
Health, Safety and Welfare	Y	e-learning (30 mins)	
Safeguarding Children Level 1	N		
Working with Desk Screen Equipment	N		

**Support is available if you do not have access to a computer at home, or would like assistance to complete the training. Please contact Voluntary Services for more information.*

Mandatory:

Volunteer Induction

Patient-facing Induction

Role Induction (*including PPE and current Covid-19 safety measures*)

Optional:

We offer a range of learning opportunities for volunteers and staff that you may be interested in attending. Please look out on our notice boards and talk to Voluntary Services.

Departmental support:

Volunteer will be required to attend team meetings on a quarterly basis. Day to day support will be provided by a named Transport Lead.

Vaccination and testing requirements:

Please note: A full Covid-19 vaccination is a requirement for this role

Weekly PCR and LFT testing to be completed

DBS:

Volunteer will be providing a regulated activity by assisting to transport adult patients to and from a healthcare setting. An Enhanced DBS check will be required