



Guidelines for Volunteer Driver (Own Car)

Volunteers are an important part of our service and we would be unable to offer the range of services we do without their support, for which we are very grateful. There are volunteers in all areas of Weldmar and we have written some guidelines of our expectations of those volunteers whose work involves direct contact with patients/carers.

The guidelines reflect the values of the charity so we can work together as a team. In the future, to meet expected demand, we need staff and volunteers to be as flexible as possible in what they offer. Please discuss these guidelines with your Lead/Line Manager.

PURPOSE OF ROLE

1. Aim

The role of the volunteer car driver is to ensure the provision of a safe and efficient transport service between home and the charity for those passengers unable to arrange for their own transport.

2. Responsibilities and Boundaries

It is important that volunteers maintain appropriate boundaries in relationships with patients/carers. Boundaries define the limits of behaviour; boundaries are based on trust and respect; the relationship between volunteer and patient/carer must focus solely on meeting the identified needs of the patient/carer; volunteers must guard against breaches of confidentiality by protecting information from improper disclosure at all times.

Relevant Weldmar Policies and Guidelines are available from your Lead/Line Manager or People Services Department.

Reimbursement of travel expenses/materials for the role as agreed in advance with your Lead/Line Manager.

EXPECTATIONS

1. Ambassador for Weldmar

All staff and volunteers are ambassadors for the charity seen as working for the charity. We rely on you to positively promote the reputation of the organisation at all times.

2. Equality and Diversity

Weldmar Hospicecare recognises and respects the uniqueness and difference of each individual and is committed to equality in all areas of employment, volunteering and service delivery.

3. Confidentiality

The charity considers the upholding of confidentiality by its staff and volunteers to be of prime importance. All volunteers are required to sign a form relating to confidentiality, and any breach could lead to cessation of their voluntary services.

4. Raising Concerns

We encourage feedback, positive or negative, from our patients/carers, which in turn helps us improve and develop the charity. Volunteers with a compliment, complaint or suggestion for development are encouraged to discuss this with their Lead/Line Manager in the first instance.

Alternatively, complete a Reflections leaflet, or contact a member of the Volunteers' Group. Verbal or written complaints must be addressed to the Chief Executive in line with the Complaints Policy.

5. Qualifications (if necessary)

Valid full driving licence, preferably clean (any endorsements will be considered individually). You will also need proof that you are insured for business use, or similar wording such as drives in a voluntary capacity.

6. Skills and Expertise

- Good interpersonal skills
- Good understanding of and adherence to health and safety issues
- Ability to make people feel welcome
- Non-judgemental attitude and ability to embrace equality and respect diversity
- Ability to respond appropriately to a range of emotions including for example distress and anger
- Careful driver, aware of transporting a passenger
- Ability to assess and manage any risks that may occur
- Report any concerns you have about the wellbeing of a passenger to the lead contact person without delay
- Reliable and trustworthy
- Ability to work within the boundaries of these guidelines

7. Training Required (given by the charity)

- Safeguarding Adults
- Fire Awareness
- Risk Reporting
- Information Governance
- Moving & Handling Level 1
- Confidentiality & Boundaries
- Infection Prevention

Health & Safety to include:

- General Overview
- Equipment & Electricals
- Emergency Planning
- COSHH

8. Personal Commitment

To commit to a patient/carer in the community to help us provide continuity of care and establish an ongoing relationship, as specified in the task allocated to you.

We appreciate personal circumstances could change and if you find you are unable to support us as originally intended, please let us know as soon as possible so we can find a replacement to cover your input.

Please notify your Area Administrator without delay and with as much notice as possible of planned holiday or sickness prior to your expected absence so that we can arrange cover if necessary. If you are or have recently suffered from vomiting or diarrhoea, you must exclude yourself for 48 hours, or 72 hours from patient contact or food handling duties, after the cessation of any un-medicated symptoms.

Please notify your Lead/Line Manager of any change in your own physical or mental wellbeing or health that might impact on your ability to undertake this volunteer role.

There will be a 'settling in' period after which your Lead/Line Manager will catch up with you to ensure everything is going well.
Commitment to attend regular support and advice meetings with your Lead/Line Manager appropriate to role.
You will also be asked to participate in a yearly review of your role.

There may be occasion when we might call on you to help in other areas during busy times, and we appreciate this will be dependent on your availability at that time.

Main Contact

Community Administrators	Karen Arnold	01305 215350
	Ellie Pollock	01305 215357
Operations Administrators	Nikki Grattan	01305 215305
	Debbie Horton	01305 215306
Emergency contact number	Joseph Weld Hospice	01305 215300

Lead/Line Manager

David Whiles, Maintenance Engineer & Transport Lead	01305 215339
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If you have concerns while on duty
out of hours about a patient
in your care, or a task you have
been asked to do, please ring
07713 511832
and your call will be answered
by one of our nurses

Volunteer Name (please print)

Signed by Volunteer

Date

Signed by Lead/Line Manager of Role.....

Date.....

Appendix

ROLE SPECIFIC TASKS

Duties include:

- You will carry only authorised passengers; ensure passengers are correctly seated, oxygen cylinders, wheelchairs and other equipment are secured, seat belts are worn at all times during the journey (unless passenger has an exemption certificate) and doors are closed but not locked.
- Under direction of the Area Administrator make contact with the passenger prior to the journey to introduce yourself and confirm arrangements.
- Ensure you are familiar with the location and route for travel.
- Provide minimal assistance to passengers from home to car (only if you have been informed by a member of staff that they need assistance).
- You will be responsible for reporting back any issues of concern to the Area Administrator who will pass the information to the relevant staff member.
- You will bring the passenger to the front of the building if transporting to a hospice site or as appropriate for other destinations (unless otherwise stated) and park in the designated drop off zone.
- You will assist the passenger into the area of the building specified if transporting to a hospice site and report the passengers' arrival to the Day Services Lead. If a member of staff is required to help the passenger out of the car you will notify reception staff.
- Although risk assessments will have been carried out, it is your responsibility to assess and report any potential problems to the Area Administrator who will alert the relevant staff member. Be prepared to refuse a task if you consider it to be too awkward, difficult, or an unacceptable risk to you or the person you have been asked to transport.
- In the event of an emergency contact 999 or main contact number above. DO NOT assist passengers in the use of their oxygen other than passing the equipment to them.
DO NOT attempt to lift or move a passenger that has fallen. Call for help.

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Title: Buildings & Facilities Manager

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