



Weldmar Hospicecare
Caring for Dorset

Guidelines for Minibus & Caddy Volunteer Driver

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

Transport will be dependent on a full risk assessment made by a healthcare professional regarding clients' capabilities and needs and you will be given relevant information and requirements on the day.

To ensure the provision of a safe and efficient transport service between home and the charity for those clients 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 license with D1 category.

6. Skills and Expertise

- Reliable and trustworthy
- Careful driver aware of transporting a client
- Ability to be calm
- Ability to assess and manage any risks that may occur
- Good interpersonal skills
- Experience driving a multi-seater vehicle
- Flexible to help in other areas during busy times

7. Training Required (given by the charity)

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

Health & Safety to include:

- General Overview
- Equipment & Electricals
- Role specific shadowing of existing volunteer
- Emergency Planning
- COSHH

Personal Commitment

Working alongside our paid minibus/caddy drivers, you will be asked to regularly commit to the rota which will accommodate your preferences and availability.

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.

Area Administrators

Nikki Grattan	Joseph Weld Hospice	01305 215305
Debbie Horton	Joseph Weld Hospice	01305 215306
Emergency Contact	Reception, Joseph Weld Hospice	01305 215300

Lead/Line Manager

David Whiles, Maintenance Engineer and Transport Lead

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.
- Pre-journey check that the vehicle has sufficient fuel for the journeys required on that day.
- Completion of mandatory paperwork eg. defect report and log sheet
- You will always be accompanied by an escort / travel assistant on board who will accompany clients to / from their houses to the minibus / caddy where needed and assist in the transfers of any equipment eg. walking frames. The minibus / caddy should not be left unattended at any time.
- In liaison with the nurse escort / volunteer travel assistant, plan route & order of pick up
- In the event of any emergency use the mobile phone on board to contact 999 or Reception at Joseph Weld Hospice 01305 215300. **DO NOT** assist clients in the use of their oxygen, other than passing the equipment to them. **DO NOT** attempt to lift or move a client that has fallen. Call for help.
- Although risk assessments will have been carried out, it is your responsibility to assess and report any potential problems to the administrator who will alert the daycare lead. 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.

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