

## Role – Volunteer Patient Driver

Arthur Rank Hospice is committed to inclusivity, respect, fairness, engagement and equality of opportunity for our patients and their families, our staff and trustees, our volunteers and our supporters. We value the strength that comes with difference and the positive contribution that diversity brings to our community.

**Aim:** To support those who cannot make their own way to the Hospice by driving them.

**Reporting to:** Voluntary Services Manager/ Living Well Service Manager

**Shifts:** Tuesdays, Thursdays and Friday, ready at the Hospice for a 10:30am start, and to collect to take home at 1pm.

**Will this role require a DBS check?** Yes, enhanced

**Is there a minimum age requirement for this role?** Yes, minimum of 18 years

**Are reasonable expenses reimbursed?** Yes, speak to the voluntary services team for more information

### What is the Living Well Service?

The Living Well Service offers a range of support on different days. Before a patient attends, we do a holistic assessment to find out which session will suit them best. We spend time discovering what is important to them and shape their goals together, which makes a real difference to their everyday life.

**Find out more here:** <https://www.arhc.org.uk/supporting-you/care-services/living-well/>



### **Main Responsibilities**

- To collect a patient from their home and bring them to their session at the Hospice and/or take them home at the end of their session.
- Provide a listening ear if the patient does wish to talk during the journey, not all do.
- Liaise with the patient regarding their journey beforehand to confirm they still wish to attend.
- Maintain your Drivers paperwork each year to confirm your suitability to drive and respond to requests for refreshed paperwork promptly.
- On occasion you may also be asked to drive those attending bereavement support or visiting a loved one on our in-patient unit.

\*Patients are assessed for suitability by a member of staff before being allocated a volunteer Driver, those who are unsuitable are supported in accessing Hospital transport.

### **General Responsibilities**

- Telephone the Hospice/Centre as soon as possible if unable to fulfil your commitment so that replacement cover can be arranged.
- Maintain strict confidentiality at all times
- To support the Charity in its aims and missions
- Attend or contribute to volunteer meetings whenever possible
- To adhere to the Volunteer policies and procedures set out in your training and induction

### **Benefits of volunteering in this role**

- An opportunity to make a difference and support your local community
- Develop new skills and experiences to add to your CV or University application
- An opportunity to be part of a professional team and contribute to a very worthwhile cause
- Training and induction relevant to the role
- Reasonable out of pocket expenses will be reimbursed including the journey in full at 0.45p per mile.

## Person Specification

Applicable to all roles	Role Specific
To be non-judgemental, kind and compassionate in all your interactions	You must be able to drive, have access to a car and have no health conditions which may impact your suitability to drive
To ensure you maintain confidentiality	You must remain professional at all times and maintain strict boundaries, understanding your role is different to a friend
To adhere to the boundaries of a volunteer role	You must be able to make a regular weekly commitment as we aim to provide each patient with the same Driver for the duration of their 8-10 sessions for Tuesday and Thursday patients, and 12 sessions for Friday patients.
To be proactive in seeking support or supervision when needed	

### What our volunteers say about this role:

*'I've been a volunteer driver for ARHC for a little over three years, and in that time I have had the privilege of giving lifts to some seven or eight different people, in each case driving them to and from the Hospice once a week for about two months at a time. In other words, it's not an onerous commitment, but it brings me into contact with some fascinating people, and I find it very rewarding.'* Mark, Volunteer Driver

If you're interested, please email or phone our Volunteer Team at:

[volunteer@arhc.org.uk](mailto:volunteer@arhc.org.uk)

01223 675872

