

Job Description: Patient Transport Driver - Bank

Post Title: Patient Transport Driver - Bank	Post Reference:	
<p>Summary of the Role: To provide an effective and efficient transport service which delivers and collects items such as laboratory specimens, post, medical records, lab stores, sterile supplies, furniture, computer and office equipment in addition to driving staff transportation vehicles.</p> <p>The post holder will also be responsible for driving or assisting on a non-emergency patient transport ambulance transporting sick, injured or convalescent persons in a comfortable, caring, compassionate, empathic and reassuring, timely manner to defined standards and maintaining journey records.</p> <p>The post holder will need to have the ability to effectively communicate with patients, relatives and health service colleagues. They will also provide a quality service to the patient, their relatives and carers ensuring safety whilst in the care of QE Facilities.</p> <p>This post is advertised as a zero hour contract; however applicants will be expected to work 37.5 hours per week per service demand.</p>		<p>Reports to: PTS Manager</p>
		<p>Base / Location: Spire house, Washington, NE37 3ES</p>
<p>Key Responsibilities</p>		<p>Working Relationships & Contacts</p>

General

- To undertake driving duties to the required standard subject to appropriate training, driving vehicles carefully with every consideration being given to the passenger, any equipment, the vehicle itself, other road users and to comply with Road Traffic Legislation.
- It is of primary importance that the speed limit is adhered to in all cases, and that driving is safe and the patient is comfortable.
- The post holder will be expected to plan their journeys, taking into account patient destinations along with the routes they should take, to ensure an efficient and effective service.
- The post holder is required to undertake daily vehicle checks to ensure that the vehicle is roadworthy; these checks shall include for example: oil, water, fuel, tyre pressure and tread condition, lights, warning devices etc.
- Complete a daily VDI report for the vehicle or ensuring that where appropriate your crew member has done so before commencing a shift.
- Report defects and deficiencies of the vehicle and equipment, and replace all items of vehicle inventory used in accordance with Policies and Procedures.
- To maintain the vehicle and equipment in accordance with the organisation's infection control policy
- Remove and replace soiled linen and equipment in order to maintain sanitary conditions
- Ensure a vehicle accident pack is kept on board the vehicle at all times and report any vehicle damage in accordance with company policy and procedures.
- Responsible for vehicle upkeep, cleanliness and maintenance.
- Ensure all safety checks and repairs are carried out.
- To operate any communication system supplied / fitted/ operated by the Company in accordance with its Policies and Procedures.
- To participate in the QEF driver rota covering of shifts and duties as required / directed.
- To undertake all training as required by the Company, to include mandatory training.
- To wear Personal Protective Equipment (Uniform etc.) as supplied by the Company. This equipment should be kept clean and tidy and worn to the required standard in accordance with the Company's Policies and Procedures.
- The post holder will be responsible for recording information accurately using either computerised systems or hard copy as required.
- Comply with all the Company's Policies and Procedures
- Participate in the Company's appraisal scheme and associated continual professional development
- To undertake any such operational duties that may be required in order to assist in the provision of a quality service in line with the Company's contractual obligation
- Record accurate data/information to ensure quality standards are met i.e. timesheets, mileage records and fuel records.

Patient Transport Service

- To ensure that at all times patient safety remains paramount and that safe systems of work are adhered to regarding wheelchairs, clamps, seat belts etc.
- At all times follow Organisational Standing Operational procedures for the collection, transport and handover of patients
- To ensure that appropriate lifting and handling techniques are applied as per training when moving patients under non-emergency conditions, using appropriate equipment where necessary. This may include being part of a two person crew where manual handling lifting is required or supporting other staff when transporting bariatric patients.
- Carry out risk assessments to assess hazards, then implement safe systems of work and reduce risks to yourself, patients and other persons involved
- Ensure that health and safety guidelines are followed according to current policies and procedures

Internal: Managers, Supervisors, Drivers and Customer Care Managers.

External: Patients, Carers, Relatives, Healthcare Colleagues

Job Dimensions: (problem solving, decision making, impact, resource management including value, working environment, responsible for staff & equipment)	Performance Measures and KPIs
<p>Driving vehicles adhering to tight schedules and driving regulations.</p> <p>Moderate to intense physical effort while lifting and carrying items (up to 25kgs) in line with Trust and Directorate policies and procedures.</p> <p>Deliveries up and down stairs in some locations.</p> <p>Daily exposure to bodily fluids, blood, fresh tissue, infective agents and hazardous chemicals associated with pathology specimen collection and transportation, plus patient transport services.</p> <p>Frequent exposure to unpleasant working conditions e.g. inclement weather, exposure to fumes, dust and dirt.</p> <p>Regularly washing and cleaning of vans exterior and interior.</p> <p>Varying degrees of mental effort are required throughout the day e.g. there will be a requirement to take instructions, Customer Care Managers.& Pathology staff some of which will need to be written down and these instructions may alter the transport run previously given to driver.</p> <p>Driving in all types of weather/light conditions requiring mental awareness.</p> <p>Ability to plan routes, responding to changes as required e.g. traffic problems.</p>	

Person Specification:
(Please state Essential (E) or Desirable (D))

Knowledge & Skills:	Experience	Qualifications
<ul style="list-style-type: none"> - Full UK Driving Licence - Categories C1 & D1 on driving licence (D) - Experience & knowledge of Patient Transport Services - Strong communication skills, interpersonal skills and ability to express empathy - Route planning skills and knowledge of local area. - Ability to respond to traffic problems, re-routing as required avoiding delays in transportation of patients and/or specimens. - Able to prioritise urgent schedules. - Knowledge of health & safety regulations and expectations - Knowledge/awareness of basic car maintenance - Manual Handling Skills (movement of patients & equipment) 	<ul style="list-style-type: none"> - Experience of driving commercial vehicles - Experience or knowledge of Patient Transport Services & working in an NHS / Health Care Environment (Desirable) 	<ul style="list-style-type: none"> - Categories C1 & D1 on driving licence (D) - Basic literacy & Numeracy qualifications - Customer Services NVQ (Desirable) - Basic Vehicle Maintenance (Desirable) - First Aid (Desirable) - Advanced Driving (Desirable)
<p>Core Behaviours</p>	<p>Maintain patient confidentiality at all times in line with the relevant policies & procedures</p> <p>Good Time Keeping</p> <p>Flexible in working patterns to reflect changing service requirements</p> <p>Adhere to relevant Company Policies and Procedures plus relevant policies & procedures of customers for example - compliance with the Laboratory Standard Operating Procedures and Health and Safety Policies.</p> <p>Participate in process and service audits as directed</p> <p>Ability to work effectively as part of a team and on own initiative</p> <p>Customer care / service</p> <p>Ensure that uniforms are worn in accordance with the Company's policy and wear the ID badge at all times whilst on duty.</p>	
<p>Leadership Behaviours</p>	<p>Demonstrate own duties to other staff</p> <p>Customer care / service with customer organisations</p>	