

JOB DESCRIPTION :

1. JOB IDENTIFICATION

Job Title:	Ambulance Driver St John's Hospice	
Band/Grade:	3	
Hours of Work:	37.5hrs	
Accountable to:	Hospice Assistant Director of Nursing	
Responsible:	Hospice Day Care Unit Manager	
Department:	Hospice	
Job Reference:		
Last Update (insert Date):	March 2023	
Disclosure and Barring(DBS) Check Required:	Yes	Level: Enhance

2. JOB PURPOSE

- To undertake ambulance transport and transfer of patients as a member of the dedicated St John's Hospice Palliative Ambulance crew
- To ensure high standards of safety and quality of care for patients and carers accompanying patients on transport and en-route
- To ensure at all times when transporting of patients and carers, that their needs are met effectively and empathically to the highest standards, liaising closely with support services as required on departures and arrivals
- To work effectively and efficiently as a small team of Ambulance Drivers providing the dedicated St John's Hospice Palliative Ambulance service
- To ensure effective communication and liaison in the booking, planning and carrying out of duties related to the transport and transfer of patients

3. ORGANISATIONAL STRUCTURE

4. ROLE OF DEPARTMENT

St John's Hospice provides a wide range of specialist palliative care services to patients from seven NHS Clinical Commissioning Groups. The Hospice comprises an 15 bedded Inpatient Unit, Day Care Unit, Community Specialist Palliative Care Service, Hospice@Home Service, Lymphoedema Service, Specialist OT & Physio Service, Social Work & Bereavement service.

5. RESPONSIBILITIES OF THE POST

Key Tasks

- Take responsibility on a daily basis on arrival to be fully informed of the requirements of the ambulance crew regarding the transport and transfers of patients that may include: Home to Hospice, Hospital to Hospice, Hospice to Home as well as appointments and transfers that are requested from St John's Hospice through the Hospice Inpatient Unit
- Be available throughout the day to respond promptly to both planned and unplanned patient transport and transfer requests in liaison with the Hospice Day Care Unit Manager, Hospice Day Care Unit Deputy and Specialist Nurse for Referrals and Discharge.

- Take responsibility where identified for contacting patients or carers, as appropriate, to inform them of pick up times and any potential delays in picking up a patient prior to starting out and while en route, as required. This may include Covid screening questions by phone prior to collection.
- Ensure there is clear, proper, prompt and safe communication with the Hospice Day Care Unit Team at all times in transit or on-site within the hospice environment (e.g., by mobile phone)
- Take responsibility for communicating with patients regarding take-home procedures and time frames.
- Ensure patients have all their personal possessions and communicate with Hospice staff regarding checks prior to departure.
- Liaise closely with the hospice clinical team in the event of any significant changes in the patient's condition or changes to plans for the transfer of a patient.
- Understand the requirements in relation to plans for managing patients who deteriorate in transit and how this will be managed, ensuring that all the necessary documentation is in place to support the plan of care e.g. DNACPR, transport risk assessments and other relevant documentation.
- Ensure that a log of all transfers and any notable events are clearly and appropriately communicated and documented.
- Ensure transport risk assessments are complete in relation to all patient transport. If there is missing information contact staff who completed the risk assessment prior to commencing the patient journey.
- Exhibit flexibility, tolerance and respect with regard to the abilities and needs of the patients and their use of the service.
- Provide practical and emotional support to patients and relatives who are anxious / upset or generally distressed; respond to all questions and queries courteously.
- Ensure a high standard of safety and quality of care is provided in the transport and escort of patients and carers accompanying patients prior to, while on board and on leaving the ambulance.
- Work effectively with other Ambulance Drivers on duty, and as part of the small team of Ambulance crew for St John's Hospice.
- Provide support to new Ambulance Drivers recruited to St John's Hospice & play an active role in their orientation
- Take responsibility for the functioning, servicing and cleanliness of the ambulance (exterior and interior) and the purchase of fuel; maintain vehicle in good condition and keep records of consumption / mileage, along with all other necessary vehicle maintenance checks and logs as required.
- Take responsibility for the maintenance/checking and replacement of equipment, supplies and disposable items in the ambulance.
- Ensure that all essential training is completed in a timely manner in accordance with HJE policy
- Maintain a professional attitude at all times, develop sound interpersonal relationships with patients, their carers and colleagues (internally and externally).
- Create, develop and adapt concise, legible and accurate data (hard copy and electronic) regarding client transport structures and schedules, maintaining confidentiality at all times.
- Ensure all hard copy information and data is stored safely on site and if applicable removed from the ambulance when stationary / on site.
- Report facts related to incidents and accidents while on duty and particularly during the transport and transfer of patients and carers in the manner set out in hospital and hospice policies and procedures
- Ensure your behaviour promotes the health, safety and well-being of patients, their carers and other staff by being aware of and complying with Health and Safety policies and protocols within the Hospice and hospital environment (e.g. hand washing and use of hand gel, wearing correct PPE in accordance with Hospital guidelines, fire precautions, untoward incident, etc).
- Be aware of and adhere to all St John's Hospice Policies and Procedures and Hospital Policies and Procedures.

6. GENERAL INFORMATION:

- This job description is not intended to be an exhaustive list of duties, but mainly to highlight the current main responsibilities of the post. It may be reviewed and altered in the light of changed service needs and developments after discussion with the post holder.
- The post holder will be required to comply with all policies and procedures issued by and on behalf of the Hospital of St John and St Elizabeth.
- The Hospital is an equal opportunities employer and the post holder will be expected to promote this in all aspects of his/her work.

6.1 Other Duties:

To undertake any other similar duties, as required by the manager.

6.2 Confidentiality:

All information in relation to patients and staff must be held in the strictest confidence and may not be divulged to any unauthorised person at any time without the authorisation of your manager or unless it is in the best interest of the individual. The post holder must maintain the confidentiality of information about patients, staff and other Hospital service business in accordance with the Hospital's Information Governance requirements, the Code of Confidentiality and the General Data Protection Regulation (GDPR) (EU) 2016/679. A breach of confidentiality in relation to manual or computer data will result in disciplinary action being taken in accordance with the Hospital's disciplinary procedure and may lead to dismissal.

6.3 Health and Safety:

Employees must be aware of the responsibilities placed on them under the Health and Safety at Work Act 1974 to ensure that the agreed safety procedures are carried out to maintain a safe environment.

6.4 Smoke Free Policy

The Hospital provides a smoke free environment.

6.5 Risk Management

You have a responsibility for the identification of all risk which have a potential adverse affect on the Hospital's ability to maintain quality of care and the safety of patients, staff and visitors, and for the taking of positive action to eliminate or reduce these.

6.6 Equal Opportunities and Diversity

As a member of staff at the Hospital of St John and St Elizabeth you have a personal responsibility to ensure that you do not discriminate, harass or bully, or contribute to the discrimination, harassment or bullying of a colleague or colleagues, or condone discrimination, harassment or bullying by others.

You also have a responsibility to ensure that all people that you have contact with during the course of your employment, including patients, relatives and staff are treated equally in line with the Hospital's Equal Opportunities and Diversity Policy.

You are also required to co-operate with measures introduced to ensure equality of opportunity.

6.7 Codes of Conduct

The Hospital will provide a supportive environment, in line with the Hospital's Code of Conduct. Any breaches of the Code will be promptly, fairly and reasonably investigated in-line with any associated procedures.

6.8 Infection Prevention and Control

Infection Prevention and Control is everybody's responsibility. All staff, both clinical and non clinical are required to adhere to the Hospital's Infection Prevention and Control policy and make every effort to maintain high standards of infection prevention and control at all times thereby reducing the burden of Health Care Associated Infections. Line managers will discuss this with staff as part of the appraisal process.

6.9 Management of Hospital Values

Managers are expected to lead by example and deliver the values of the Hospital at all times. They must support the Hospital to deliver excellent service to our patients and visitors. It is understood that as the business evolves, the expectations of the patients will rise and so too will the level of service delivery.

This is an outline of the post holders key duties and responsibilities. It is not intended as an exhaustive list and may change according to the hospital's needs and priorities and following discussion with the post holder.

7. CREATED BY: Julie Walker updated by Peter Hume (deputy DCU manager) Sue Hutton
(Assistant Director of Nursing Hospice).

SIGNATURE: Julie Walker

PERSON SPECIFICATION

Post Title: Ambulance Driver St Johns Hospice

Criteria		Essential	Desirable	Assessment
Qualifications	Clean Driving Licence Class 1	X		Application form and interview
	Basic First Aid		X	Application form and interview
Experience	Experience in patient or vulnerable adult transport in some capacity.	X		Application form and interview
	Knowledge in the use of transport and communication aids (eg satellite navigation, hands free mobile).	X		Application form and interview
	Knowledge of the workings and basic maintenance of vehicles used to deliver service.	X		Application form and interview
	Experience in the use of hard copy and/or database booking and recording systems and structures.		X	
	Experience of working with palliative care patients		X	
Skills and Knowledge	Demonstrable understanding of basic manual handling techniques in transporting patients		X	Application form and interview
	Communicate effectively both verbally and in writing	X		Application form and interview
	Understanding of scheduling and organisational structures and tools	X		Interview
	Able to work without direct supervision	X		Interview
	Able to work as part of a multi-disciplinary team	X		Application form and interview
	Able to demonstrate and understanding of the work of the hospice and the needs of patients being cared for.		X	Interview
Attributes and Qualities	Motivated and Enthusiastic	X		Application form and interview
	Computer literate	X		Application form and interview
	Good health record	X		Occupational health screening
	Flexibility to work additional hours as necessary re safe transport of vulnerable adults	X		Reference and interview