

VOLUNTEER ROLE DESCRIPTION

Volunteer Title:	Patient Driver Volunteer
Locations:	Lewis-Manning Hospice Care, 56 Longfleet Road, Poole BH15 2JD Or Canford Magna Centre, Canford Magna, Wimborne , BH21 3AF Or Swanage and Wareham Rugby Club, Bestwall Road, Wareham , BH20 4HY
When Required:	Poole area – Monday’s, Tuesday’s, Wednesday’s and Friday’s Canford Magna area– Monday’s Wareham Rugby Club area – Tuesday’s
Volunteer Purpose:	Drivers are required to help with driving our patients to and from the Hospice. This service is vital to enable our patients to come to the Day Hospice where they can enjoy a full range of facilities with us.

Volunteers

Our amazing volunteers are an integral part of the Lewis-Manning Hospice team and are invaluable in helping us achieve our vision and mission. They make a huge difference to the lives of our patients in many ways and provide compassionate support for patients, their families, and carers.

Role and Responsibilities

- To collect patients from their own homes and take them to the hospice. At the end of their session collect and return the patients home, in your own car.
Drivers may be required to carry light loads, such as hand bags or walking sticks.
- To pass on any concerns you have about a patient’s condition to the appropriate member of Hospice staff without delay.
- Maintain confidentiality; volunteer drivers are not expected to discuss any patients with anyone other than the appropriate member of hospice staff.
- Adhere to our ‘Driving Patients for Lewis-Manning Hospice’ Policy and our ‘Driving at Work Policy’.
- Being courteous, friendly and professional at all times
- Having a conversation and listening to passenger stories

What you will NOT be expected to do

- Personal care
- Cleaning
- Administering of medication

- Give advice on medical, legal, or financial affairs
- Anything you feel uncomfortable with

Skills & Qualities Required

- Excellent listening skills
- Ability to communicate confidently and with sensitivity
- Ability to receive and give written and verbal instructions clearly
- Able to assess situations and respond appropriately
- Honest and trustworthy
- Dependable, reliable, flexible, punctual

Training Requirements for the Role

- Online mandatory training modules to complete;
 - Falls prevention – 1hr
 - GDPR Awareness – 10 mins
 - Hand Hygiene – 20 mins
 - Lone working – 1hr
 - Safeguarding Adults (Level 1) – 1hr
 - Privacy and Dignity – 20mins
 - Moving and Handling (Clinical) – 25mins
- Attend in-house Volunteer Training Day's as/when required

Expenses

Reimbursement of out-of-pocket reasonable expenses such as mileage or public transport costs. Assistance to help complete accurate expense claims will be available if required.

Pre-placement checks

As part of our volunteer onboarding procedure, this post will be subject to a Disclosure and Barring Service (DBS) check which will be arranged and paid for by the charity. A Disclosure is a document containing information held by the police and government departments. Disclosures provide details of a person's criminal record, including convictions, cautions, reprimands and warnings held on the Police National Computer as well as information on whether or not someone is barred from working with vulnerable people including children. Lewis-Manning will cover the costs of this check.

X2 references upon application will be required

What volunteers can expect from Lewis-Manning Hospice Care

- Make a difference to patients in the community
- Gain knowledge, compassion and empathy for people with life limited conditions
- An opportunity to be part of a team and help support the charity
- To be valued and treated with respect
- To receive the appropriate induction and training
- To be supported in the role, with a clear explanation of what it involves
- To have adequate supervision in the role
- To have access to information to enable you to perform your duties
- To have safe working conditions
- To be appropriately covered by insurance

What Lewis-Manning Hospice Care expects from volunteers

- To perform tasks reliably and with flexibility
- To work, align with and demonstrate commitment to the values of Lewis-Manning Hospice Care
- To attend training and volunteer meetings when required and where possible
- To accept support and supervision to enable performance of the duties
- To respect and maintain confidentiality at all times

General Data Protection Regulations (GDPR) 2018

The GDPR came into force in May 2018 and replaced the Data Protection Act 1998. This new law aims to give people more control over their information and to make data protection rules the same across the EU.

Personal data is anything that identifies a living person, such as your name and address. Special Category data includes medical information, religious beliefs and racial origin.

It is the responsibility of each volunteer to ensure that all computerised/manual personal information relating to patients, other volunteers or members of staff are regarded as STRICTLY CONFIDENTIAL.

Health and Safety

It is the responsibility of all Volunteers to:

- Take reasonable care for the Health and Safety of themselves, colleagues, patients, carers, and visitors
- Report (without delay) any accidents, incidents, near-miss events, risks, faults or defects
- Use all work equipment (medical devices, dangerous substances, machinery, transport, means of production, and safety equipment) in accordance with training and instructions provided.
- Not use such items or equipment unless they have received appropriate information and training

If you love driving and want to help others, please click [here](#) to be taken to our online application form.

If you have any questions please feel free to call our Volunteer Manager on 01202 708470.

This volunteer role description may be subject to change according to the needs of the service.

About Lewis-Manning Hospice Care

Lewis-Manning is a charity established in 1992, providing extraordinary care to patients and their families facing life-limiting illness across Poole, Purbeck and East Dorset. Lewis-Manning offers a free range of hospice services aimed at helping people to live well through their illness, closer to home.

These include:

- ✿ Day hospices, virtual and in person
- ✿ Supporting patients and their carers in their own homes
- ✿ Creative arts and well-being support
- ✿ Lymphoedema clinic for cancer patients
- ✿ Better Breathing clinic
- ✿ Family bereavement and support
- ✿ Complementary Therapy

Every year we support nearly 800 local people, and we develop new services, based on patient need and identified gaps in the area.

Our important work increases people's physical and social well-being, reduces isolation and loneliness, supports people to stay in their homes longer, and alleviates the huge pressures on family and carers.

Vision

Every adult in East Dorset and Purbeck with a life-limiting illness can choose how they receive their care.

Mission

Our mission is to work in partnership and provide you and your community with outstanding hospice care, support and education.

Our Goals

- ✿ Provide exceptional care and support for people with a life-limiting illness, their carers and loved ones.
- ✿ Offer education to enhance knowledge and understanding at the end of life.
- ✿ Increase awareness of Lewis-Manning Hospice Care and our services to reach more people.
- ✿ Deliver a sustainable future to support people, their carers and loved ones.

Our Values

- ✿ We are patient centred
- ✿ We listen to what matters
- ✿ We are kind
- ✿ We are accountable