

# Volunteer Role Description



<b>Role Title</b>	Volunteer Driver
<b>Role Location</b>	The Myton Hospices – Warwick, Coventry & Rugby
<b>Role Days/Hours</b>	Flexible hours on weekdays
<b>Responsible To</b>	Wellbeing Services Manager

## The Myton Hospices – Enhancing lives, empowering people

At The Myton Hospices we believe that everyone matters for every single moment of their life; we focus on enhancing life when cure is no longer an option. We are not just about end of life care, we are here to support patients and their loved ones right from the moment they are diagnosed.

We have three hospices in Coventry, Rugby and Warwick, and have the only Hospice Inpatient beds in Coventry and Warwickshire. We care for people living with a wide range of terminal illnesses including Respiratory, Heart & Neurological conditions, Cancer and Organ failure.

We are a charity and we have to raise £10.5 million of the £13.25 million we need this year to continue providing our services free of charge. Just 20% of our funding comes from the NHS. We rely on donations and support from our local communities.

Last year, we supported over 1,700 people and their families, in our hospices, via our patient & family support services, and in the community through Myton at Home.

As we look to the future we aim to make sure that everyone who needs our services is able to access them and we want to reach out to people earlier in their illness, to be alongside them from diagnosis to death. We want to help people to live well for longer with a terminal illness and make the most of the precious time that they have.

Our ability to raise vital funds has been significantly impacted by the pandemic and we need support to build income back up to pre-Covid levels.

There are lots of ways you can support Myton, including; playing our lottery, shopping or donating goods at one of our 23 shops, organising your own fundraising, leaving a gift in your Will, making a donation or taking part in an event.

We have around 300 staff and over 800 volunteers – our work wouldn't be possible without them! We are always looking for people to join our team of staff and volunteers in a wide range of roles across our hospices, shops and in the community.

Our Values:

- **One Myton**, one team, one goal – delivering holistic care
- **Professional** in all we do
- **Respect** and dignity for all
- **Value** every individual and ourselves



The time that you give as a volunteer will make a huge difference...



## The Volunteering Opportunity – How you can make a difference

Our volunteer drivers provide a vital lifeline to help people access life changing services. Volunteers drive patients from their home to our hospices and sometimes to other support clinics on site. This is so much more than a car journey – it gives patients the chance to get out of their houses, see their neighbourhood, see season changes and feel in touch with their local community. Patient transport is undoubtedly a form of unacknowledged therapy.

### Key Duties – What your role will involve

There are a number of different aspects involved in the volunteer driver role, including;

#### Patient Engagement

- ☆ Engaging patients in conversation, making them feel comfortable in your company (extra consideration should be given to patients on their first Hospice visit as they may be shy, wary, or anxious)

#### Journey Planning

- ☆ Ensuring that your vehicle is safe for purpose and insured to undertake patient transportation.
- ☆ Liaising with the Hospice to find out what patient transport has been planned and carrying this out.
- ☆ Being aware that the nursing team will undertake an initial and on-going assessment of the patient ensuring their safety to be transported by a volunteer driver.

#### Patient Safety

- ☆ Maintaining contact with the Hospice and informing the nursing team of any concerns you may have about the patient e.g. patient unwell on journey, changes in patient mobility, difficulties with access, driver safety in jeopardy, uncomfortable with passenger behaviour.
- ☆ You may offer assistance to a patient, but you are not expected to help them in and out of the vehicle. The nursing team will assist the patient at the Hospice.
- ☆ Ensuring that every patient wears a seatbelt on every journey and adjusting head restraints to help protect patients against whiplash.
- ☆ Ensuring that patient information is stored appropriately in order to protect patient confidentiality.

#### Driver / Vehicle Safety

- ☆ Ensuring that you are fit to drive at all times and informing the Hospice about any health issue or change in personal circumstance that may affect your driving ability.
- ☆ Upholding the reputation of the Hospice by ensuring safe and competent driving at all times, for example, driving within speed limits.
- ☆ Complying with legislation and Hospice guidelines e.g. mobile phone use, drugs, drinking and driving, winter driving, fatigue, no smoking.
- ☆ Ensuring that the vehicle you are driving is safe and legal.
- ☆ Complying with annual checks where required e.g. driving licence, insurance, MOT etc.
- ☆ Reporting any incidents, accidents or near miss situations to the Health and Safety manager and following our procedures.

There may also be occasions where you are asked to support relatives struggling to visit their family members who are staying in the In-Patient Unit by driving them for visits, or collecting prescriptions for patients.

Please note, an Enhanced Disclosure & Barring check will be required for this volunteer role.



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## Skills & Qualities – Will the role suit me? Yes, if you are...

- ☆ A competent, safe driver with a full UK driving licence and with use of a car (you must enjoy driving!)
- ☆ Reliable and punctual
- ☆ Friendly, patient, and good with people
- ☆ Knowledgeable about the geography of the local area with good navigational skills
- ☆ Cheerful, with a positive, professional attitude
- ☆ Flexible with the ability to manage personal emotions and stress
- ☆ Experienced in providing community transport (this is not essential)
- ☆ Under 75 years of age (this is for insurance purposes)
- ☆ Respectful of others and their diversity
- ☆ Passionate about helping families in your local community

## Benefits – What can Myton offer me as a volunteer?

- ☆ An opportunity to make a real difference to our patients and support your local community
- ☆ A chance to develop new skills and experiences to add to your CV
- ☆ A reference that can be used for future employment
- ☆ Training and induction relevant to your role
- ☆ Volunteer discounts at our retail shops
- ☆ Reimbursement of your travel expenses within the boundaries of Coventry & Warwickshire



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