

Volunteer Role Description



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

The Myton Hospices – Enhancing lives, empowering people

At Myton we believe that everyone matters for every single moment of their life and that treating patients with dignity and respect is more important than meeting targets. We passionately believe that the final part of someone's life is as important as the beginning. We also know that making someone feel better is not just about medicine – sometimes holding someone's hand or taking the time to listen to their fears makes the greatest difference – if someone you love was dying isn't that what you would want for them?

In the last 12 months, we have worked with and supported over 1,500 patients and their families across Coventry and Warwickshire. This is in our hospices, via our patient and family support services and in the community through Myton at Home. We have to raise over £9.1 million to continue providing our care and can't do it without amazing people like you. Volunteers play a vital role in the services that we are able to offer – they are highly valued and we just couldn't operate without them!

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 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.



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



- ✧ 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 be occasions where you are asked to carry out additional driving duties, for example, collecting and driving in a relative of an In-Patient Unit patient to one of the hospice sites.

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

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)
- ✧ Between 25 and 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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