

1. GENERAL INFORMATION

Job Title: Acute Visiting Service Driver (Temporary until March 2019)

Location: North Staffordshire

Hours of Work: 5 hours per week (Wednesday's 14:30 - 19:30 Hours)

Responsible To: Field Team Manager

Responsible For: Nil

2. JOB SUMMARY

To drive clinical staff to Home Visits ensuring that the "patient pathway" is completed within laid down timescales in accordance with policies, procedures and working instructions.

3. KEY TASKS AND RESPONSIBILITIES

- 3.1 To ensure that clinical staff are transported to all Home Visits in an appropriate manner, complying with laid down timescales and taking account of relevant legislation such as Highway Code. Where there is any doubt upon meeting timescales, negotiations will take place between Control, Duty Clinician and Driver to call in the appropriate Stand-by.
- 3.2 To ensure all Communication Links to Control (faxes, printers and telecoms) are operational throughout. Any difficulty experienced should be relayed to the Team Leader.
- 3.3 To be responsible for checking the presence of all diagnostic equipment provided for Clinical staff use to include testing battery function where appropriate. Reporting or (where possible) replacing any missing or faulty items, including depleted or damaged consumables in accordance with Drivers On-Shift Checking & Replenishing process.
- 3.4 To ensure that clinical bag checks are conducted each shift in accordance with Driver's On-Shift Checking & Replenishment process
- 3.5 To ensure that all drug & sundry usage on shift is recorded in accordance with appropriate working instructions and replenished as soon as workload permits.

- 3.6 To deal with any administrative or clerical tasks as reasonably requested by management or Control.
- 3.7 To provide support and assistance to clinicians in an administrative capacity, placing telephone calls and arranging conference calls, faxing prescriptions, admission letters and other information, connecting and demonstrating communications equipment provided for clinicians use and any other such clerical tasks as reasonably requested.
- 3.8 To carry out basic fault finding and attempt first response remedial measures in the event of equipment failure or technical issues and to provide clear, specific reporting where escalation is required.
- 3.9 To maintain a constant and continuous interest in Health and Safety Matters applicable to Shropdoc activities, and strive to ensure that all staff avoid risks, and discourage irresponsible behaviour. Ensuring that in the event of incident/accident these are reported to the appropriate bodies/personnel and in the appropriate accident books and Shift Logs.
- 3.10 To maintain at all times a professional appearance by wearing the Shropdoc uniform and badge to ensure visual recognition by patients and other health care professionals.
- 3.11 To maintain at all times a professional and respectful manner in your interaction with colleagues, clinicians, patients and members of the public or other agencies as a representative of the organisation.
- 3.12 To ensure that all relevant procedures and guidelines are adhered to and that any new procedures or directives are actioned appropriately.
- 3.13 To ensure that the vehicle is kept clean and tidy at all times. To use appropriate equipment as supplied or inform relevant contractors (where contracts exist) to clear any spillages.
- 3.14 To carry out necessary vehicle checks in accordance with checklists at the beginning of every shift ensuring that the Shropdoc vehicle is maintained in good operational condition at all times.
- 3.15 To keep Control informed at all times of location of clinical staff and their workload, including any additional workload requested locally.
- 3.16 To keep in touch with Control on a regular basis to advise location to include reporting to Control when arriving and departing calls.
- 3.16 To ensure the security of the vehicle at all times.

- 3.17 To attend any training which is identified and negotiated for self development or relating to company development for which notice will be given.
- 3.18 To actively participate in the training and mentoring of the current team and any new members of staff.
- 3.19 To attend staff meetings, awareness sessions or other scheduled operational meetings when requested for which adequate notice will be provided.
- 3.20 This post requires the post holder to comply with Quality Management System (QMS) and relevant working procedures.
- 3.21 To undertake any other duties of a similar nature consistent with the responsibilities of the post in order to provide a quality service.
- 3.22 In line with other posts the Job Description may be subject to change according to service needs in consultation with the post holder.

4. PROBATIONARY PERIOD

This post is subject to the requirements of a six month probationary period for new staff only.

5. STANDARDS OF BUSINESS CONDUCT

The post holder will be required to comply with Shropdoc Policies and Procedures and, at all times, deal honestly with Shropdoc, with colleagues and all those who have dealings with Shropdoc including patients, relatives and suppliers.

All Shropdoc staff may be involved directly or indirectly with people who are receiving a health service. Therefore, Shropdoc is exempt from the Rehabilitation of Offenders Act (1974) and this post may be subject to a Disclosure and Barring Service check.

6. PROFESSIONAL REGISTRATION

- i. If you are employed in an area of work which requires membership of a professional body in order to practice (e.g. Nursing & Midwifery Council for Nurses), it is a condition precedent of your employment to maintain membership of such a professional body. It is also your responsibility to comply with the relevant body's code of practice. Your manager will be able to advise you on which, if any, professional body of which you must be a member.

- ii. You are required to advise Shropdoc if your professional body in any way limits or changes the terms of your registration.
- iii. Failure to remain registered or to comply with the relevant code of practice may result in temporary downgrading, suspension from duty and/or disciplinary action which may result in the termination of your employment.
- iv. If you are required to have registration with a particular professional body or to have specific qualifications you must notify your manager on appointment of such fact and provide him or her with documentary evidence of them before your employment commences or, at the latest, on your first day of employment. Furthermore throughout your employment with Shropdoc, you are required on demand by your manager to provide him or her with documentary evidence of your registration with any particular professional body or in respect of any required qualifications.

7. CONFIDENTIALITY and INFORMATION GOVERNANCE

All staff may have access to confidential information about patients, staff or any Shropdoc or Health Service business. On no account must such information be divulged to anyone who is not authorised to receive it. Confidentiality of information must be preserved at all times whether at or away from work. Any breach of such confidentiality is considered a serious disciplinary offence, which is liable to dismissal and/or prosecution under statutory legislation (Data Protection Act) and Shropdoc's Disciplinary Procedure.

All staff must act within legislation, policies and procedures relating to information governance.

8. DATA PROTECTION AND THE DATA PROTECTION ACT 1998

If you have contact with computerised data systems you are required to obtain, process and/or use information held on a computer or word processor in a fair and lawful way. To hold data only for the specific registered purpose and not to use or disclose it in any way incompatible with such purpose. To disclose data only to authorised persons or organisations as instructed.

All staff who contribute to patients' health records are expected to be familiar with, and adhere to, Shropdoc's Records Management Procedure. Staff should be aware that patients' records throughout Shropdoc will be subject to regular audit.

All staff who have access to patients' records have a responsibility to ensure that these are maintained efficiently and that confidentiality is protected in line with Shropdoc Records Management Procedure.

All staff have an obligation to ensure that health records are maintained efficiently and that confidentiality is protected. Staff are also subject to this obligation both on an

implied basis and also on the basis that, on accepting the offer of their position, they agree to maintain both patient/client and staff confidentiality.

In addition, all health professionals are advised to compile records on the assumption that they are accessible to patients in line with the Data Protection Act 1998.

9. HEALTH AND SAFETY

All staff must act within legislation, policies and procedures relating to Health and Safety

All staff must attend statutory/mandatory training as instructed

All staff must be familiar with Shropdoc's Health and Safety Policy, including a thorough understanding of personal responsibilities for maintaining own and the health and safety of others.

10. RISK MANAGEMENT

All Shropdoc employees are accountable, through the terms and conditions of their employment, professional regulations, clinical governance and statutory health and safety regulations, and are responsible for reporting incidents, being aware of the risk management strategy and emergency procedures and attendance at training as required.

The post holder will ensure compliance with Shropdoc's risk management policies and procedures. These describe Shropdoc's commitment to risk management, the recognition that our aim is to protect patients, staff and visitors from harm and stress and that all staff have a responsibility to minimise risk.

11. INFECTION CONTROL

All staff are required to be familiar with Shropdoc's infection control policies and procedures and national guidance in relation to infection control. All staff whose normal duties are directly or indirectly concerned with patient care must ensure that they complete mandatory infection control training and are compliant with all measures known to be effective in reducing Healthcare Associated Infections.

12. SAFEGUARDING

Shropdoc is committed to ensuring the safeguarding of vulnerable adults and children in our care. All employees are required to be familiar with their responsibilities and to raise any concerns as appropriate. An overview of Safeguarding is covered during induction and staff will be required to attend additional training regarding Safeguarding relevant to their position and role.

13. EQUALITY, DIVERSITY AND HUMAN RIGHTS

The post holder will treat all colleagues, service users and members of the public with respect and dignity regardless of their gender, age, race, religious beliefs, religion, nationality, ethnic origin, social background, sexual orientation, marital status, disability, criminal background and Trade Union status. Shropdoc has a policy on Equality and Diversity and it is the responsibility of all staff to ensure that it is implemented and contribute to its success.

14. HARASSMENT AND BULLYING

Shropdoc condemns all forms of harassment and bullying and is actively seeking to promote a workplace where employees are treated with dignity, respect and without bias. All staff are requested to report any form of harassment and bullying to their line manager or to the Personnel Manager or any other Manager within Shropdoc.

15. QUALITY

It is the responsibility of all staff to adhere to company procedures as defined in the Quality Manual, ensuring high quality in patient care at all times. Shropdoc conducts its patient care and related services:

- Through a commitment to good patient care and to the quality of its clinical practices
- By ensuring that all patient care and related services are conducted according to established protocols and specified requirements;
- By requiring all personnel to be familiar with and trained in the quality policy, the quality management system and related documentation, practices and administration
- Through commitment to provide patients, Member GPs and associated LHBs and PCTs at all times with a service that confirms to Shropdoc's quality management system which itself complies with BS EN ISO 9001.

16. TRAINING

All staff must attend statutory /mandatory training as instructed.

17. NO SMOKING POLICY

There is a smoke free policy in operation in Shropdoc. In accordance with this policy smoking is discouraged and is not permitted anywhere within the buildings or within 15 metres of Shropdoc main buildings.

18. REVIEW OF THIS JOB DESCRIPTION

The above duties and responsibilities are intended to represent current priorities and are not meant to be an exhaustive list. The post holder may from time to time be asked to undertake other reasonable duties and responsibilities. The Job Description will be reviewed at least annually in conjunction with the post holder. Any changes will be made in discussion with the post holder according to service needs.

19. JOB DESCRIPTION AGREEMENT

Post Holders Name:

Post Holders Signature: Date:

Line Managers Name:

Line Managers Signature: Date:

Person Specification
Acute Visiting Service Driver (Temporary for One Year)
(Supporting our Policy on Equal Opportunities in Employment)

Shropshire Doctors Co-Operative has declared its commitment to equality of opportunity in employment and set standards which enhance individual rights protected at law. These are set out in the written Policy document which is freely available to applicants for employment and to existing staff.

The under mentioned are the job-related requirements for this post

Essential:

Qualifications:

- Full Driving Licence (for insurance purposes you must be over the age of 25)
- 5 GCSE's (Grade C or above) or equivalent two of which must be in Maths and English

Experience:

- Experience in a patient/customer focused environment
- Experience of working in a multi task environment

Knowledge/Skills:

- Computer literate
- Basic general maintenance vehicle checks
- Effective written and verbal communication skills
- Ability to understand and carryout instructions accurately
- Good interpersonal and social skills
- Ability to work alone and as part of a team
- Good local geographical knowledge
- Understanding of Information Governance

Qualities/Attributes:

- Hard working, reliable and resourceful
- Tact and diplomacy
- Caring, helpful and considerate
- Ability to stay calm and cope under pressure
- Good sense of humour
- Enthusiastic and self-motivated

Other:

- Flexible to meet the needs of the post
- Trustworthy, good time keeper and demonstrate flexibility

Desirable:

- Previous experience in a healthcare environment