



Patient Transport Service (PTS) Volunteer

Role Description

Role Title: PTS Volunteer
Department: Patient Transport Service (PTS)
Base: YAS ambulance station in locality
Band: Volunteer

Organisational Relationships:

Responsible to: PTS Team Leader – Operations
Accountable to: Managing Director of PTS

Organisational Values:

You will share a commitment to our values:

Compassion
One Team
Integrity
Innovation
Empowerment
Resilience

Role Summary:

To provide non-emergency transport for patients who are able to walk, but may need assistance* to and from the vehicle, and are eligible for transport to and from hospitals and other healthcare premises.

* Patients allocated to volunteers will be able to walk, but may need support, such as offering them your arm or carrying a bag for them. Volunteers are expected to assist each patient from their door or other departure point, into the vehicle (ensuring that the patient gets in and out of the vehicle safely and wears the seat belt), arrives at their destination safely and is assisted to the waiting area or back into their home

Core Responsibilities:

The role and responsibilities of the PTS Volunteer include:

- Greet a patient at their door/location of clinic within a healthcare premise and assist them to the vehicle, ensuring that they get to and from the vehicle, wear a seat belt throughout the journey, and get in and out of the vehicle safely.
 - Provide transportation to and from healthcare premises locally and nationally.
 - Provide an equitable, non-discriminatory approach to all service-users, regardless of their age, disability, sex, gender reassignment, sexual orientation, paternal or maternal status, marriage or civil partnership status, race, religion or belief.
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- Provide transportation of patients' escorts, assistance dog and/or medical or mobility equipment, where necessary.
 - Are competent in the use of all relevant equipment, including baby/child seats and wheelchairs.
 - Ensure the safety of yourself, your patients, colleagues and others, by assessing risks and adopting safe practices.
 - Ensure the patient's home is left secured and maintain the security of personal belongings being transported.
 - Attend to patients in a professional and caring way, offer appropriate support and reassurance and maintain their dignity.
 - Exchange any relevant information with hospitals, other healthcare representatives, social services, care home and administrative support staff in relation to the patient's welfare and wellbeing.
 - Assess risk and, where appropriate, the patient's condition to determine the appropriateness of the patient's booked transportation and care needs; decide whether to transport patient as booked or refer to alternative transport.
 - Maintain contact with the Logistics team, and complete all patient journey records through the use of the smartphone provided as appropriate.
 - Provide a patient-focussed service.
 - Have a calm and confident approach to provide reassurance to patients and other service-users.
 - Report accidents, incidents and near misses in a timely and accurate manner.
 - Be of smart and professional appearance, act in accordance with the Trust's code of conduct and be helpful, polite and courteous in manner at all times.
 - Communicate with patients, their relatives, colleagues, other healthcare representatives, emergency services and members of the public in professional way, treating them with dignity and respect at all times.
 - Ensure security of, and apply appropriate care and maintenance (including restocking as appropriate) to personal protective equipment, personal issue handling equipment, first aid bag and the smartphone.
 - Maintaining a high standard of vehicle serviceability, cleanliness and carrying out daily vehicle checks promptly.
 - Use own vehicle as road traffic law dictates and in a courteous manner, with consideration for the safety and comfort of vehicle occupants.
 - Develop and maintaining knowledge of the geographical area served by the Trust, including locations of hospital sites and other treatment centres.
 - Wear personal protective equipment (PPE) provided as directed by the Trust.
 - Abide by Trust values at all times and work in partnership with other volunteers and staff members to contribute towards the Trust's vision.
 - Comply with all Yorkshire Ambulance Service NHS Trust policies and procedures, particularly in relation to information governance, patient safety, health and safety and disclosure checks.

Whilst it is not expected that volunteers will transport patients in need of medical assistance, the nature of our work means that, on occasion, you may encounter people in need of first aid. In these situations, volunteers are expected to refer to the Trust-issued clinical action card, and may be required to use skills taught on the VCS induction course to provide appropriate intermediate assistance.

Health and Safety/Risk Management

- All volunteers are responsible for working with colleagues to maintain and improve the quality of services provided to our patients and other service users. This includes complying at all times with the YAS Trust policies, including Health and Safety policies, in particular by following agreed safe working procedures and reporting incidents using the Trust Incident Reporting system.

Equality and Diversity

- The post-holder must comply with all policies and procedures designed to ensure equality and that services are delivered in ways that meet the individual needs of patients and their families. No person whether they are staff, volunteer, patient or visitor should receive less favourable treatment because of their gender, ethnic origin, age, disability, sexual orientation, religion etc.

Patient and Public Involvement

- The Trust has a statutory duty to involve patients and public in evaluating and planning services. All volunteers have a responsibility to listen to the views of patients and to contribute to service improvements based on patient feedback.

Training and Compliance

- The post-holder will undertake all mandatory training required for the role
- Attend, as required, all training courses relevant to the role, residential and non-residential, in accordance with service instructions
- Support and give guidance to new volunteers as and when appropriate.

Respect for Patient Confidentiality

- Maintain confidentiality of information, acting within the terms of the Data Protection Act and Caldicott guidance on patient confidentiality at all times.
- Promote the protection of children and vulnerable adults by adhering to relevant guidance and procedures.
- Maintain an awareness of the Freedom of Information Act.
- Individuals (including volunteers, contractors and temporary workers) must maintain the confidentiality of information about patients, staff and other health service business in accordance with the Data Protection Act 1998. Individuals must not, without prior permission, disclose any information regarding patients or staff regardless of the media on which information is held. If any individual has communicated any such information to an unauthorised person that individual(s) could be removed from volunteering for the Trust. Moreover, the Data Protection Act 1998 and Common Law Duty of Confidentiality also renders an individual liable for prosecution in the event of unauthorised disclosure of information.

Infection Prevention and Control

- All individuals have a personal obligation to adhere to current guidance on
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methods to reduce healthcare-associated infections (HCAIs). Post holders must be familiar with the Trust's infection prevention and control policies. They must undertake mandatory training in Infection Prevention and Control and be compliant with all measures required by the Trust to reduce HCAs.

Risk Management

- All post-holders are expected to be familiar with the Trust's incident reporting system for learning from mistakes and near misses in order to improve services.

Personal Specification

Personal Specification	Evidenced By	Criteria
To have a good understanding of the role of the volunteer car service.	Application form/Interview	Essential
Good communication skills.	Interview	Essential
Overall smart appearance and good standard of personal hygiene.	Interaction during induction training	Essential
Be physically able to carry out the scope of practice for a PTS volunteer car service driver.	Occupational health screening	Essential
Demonstrates a desire to help others and contribute positively to the community.	Application form/Interview	Essential
Able to attend training sessions to maintain essential skills and knowledge.	Application form and attendance of training	Essential
Full driving licence with no more than three penalty points.	Driving licence check	Essential
Access to a well maintained five door vehicle.	Application form and vehicle safety check	Essential
Over 18 years of age.	Application form	Essential
Has the right to work in the UK.	ID checks	Essential
Able to supply details of a referee they have known for at least 12 months.	Application form	Essential