

ACCORD HOSPICE

JOB DESCRIPTION

JOB TITLE DRIVER / PORTER

Job Identification

Job Title: Driver / Porter
Responsible to: Senior Housekeeper
Department: All areas of ACCORD Hospice
Last Update: October 2024

Job Purpose and Dimensions

To undertake driving, portering and maintenance duties for ACCORD Hospice and other premises where required.

Dimensions

ACCORD Hospice – Consultant led unit

8 In-patient beds,

Community Hub including:

- Community Palliative Care Clinical Nurse Specialists
- Physiotherapy, Occupational Therapy and Lymphoedema Services
- Community Support Team
- Hospice@home team
- Complimentary Therapists

Patient and Family Support Service (social, spiritual and bereavement support)

Education team

Patient Transport Service (paid and voluntary)

Fundraising and Lottery Service

Hospice Shops

Organisational Position

Chief Executive
Director of Finance & Governance
Finance & Support Services Manager
Senior Housekeeper
Driver / Porter (this post)

Communications and Relationships

Communicates with external agencies, staff, patients, relatives and carers on a daily basis.

Tact and diplomacy skills required due to the sensitive nature of topics discussed.

Knowledge, Training & Experience to do the Job

Driving Licence.

Good driving experience preferable in minibuses.

Knowledge of basic electrical, plumbing and joinery work.

Good organisational and communication skills.

Enhanced Disclosure.

Analytical and Judgemental Skills

Uses judgement skills involving straightforward job-related facts or situations.

Planning and Organisational Skills

Workload is generated by patient and Hospice demand.

Physical Skills

Physical skills obtained through practice, experience or training.

Ability to drive ambulance.

Responsibility for Patient / Client Care

Daily contact with patients during transport and portering duties.

Responsibility for Policy & Service Development Implementation

Follows policies in own role.

Responsibility for Financial and Physical Resources

Observes personal duty of care in relation to equipment and resources used in course of day to day work.

Responsibility for Human Resources

Provides advice, or demonstrates own activities or workplace routines to new or less experienced staff in own work area.

Responsibility for Information Resource

Records personally generated information
I.e. Patient transport request forms, repair request forms,
Vehicle maintenance checklists, home aids/equipment forms and Community Hub
Unit transport log.

Responsibility for Research and Development

May occasionally participate in surveys or equipment testing relevant to own work area.

Freedom to Act

Not directly supervised and uses own initiative to make basic decisions regarding workload priorities, patient enquiries and diary conflicts independently.
The Line Manager is available for advice on more complex matters.

Physical, Mental and Emotional Effort

Physical

Large proportion of work involved lifting heavy items and moving patients using-ambulance tail lift, stair climber, oxygen cylinders, wheelchairs, trolleys, ladders, jet wash, leaf blower and small hand held tools.

Mental Effort

Concentration required when driving ambulance and handling patients.
Concentration is required for many daily tasks.

Emotional Effort

Contact with terminally ill patients and relatives.
Exposure to distressed or bereaved relatives.

Working Conditions

Variable within Hospice and throughout the local community.

Main Tasks, Duties and Responsibilities

Provide patient transport as required for In-Patient unit, Community Hub groups and other Out Patient departments.

Transport blood, specimens, pharmacy and stores to local Hospital.

Deliver and uplift home aids/equipment.

Clean and maintain ambulance in good condition and report any vehicle faults immediately.

Undertake any other transport and general portering duties as requested.

Undertake routine maintenance repairs as instructed and report any outstanding repairs.

Contribute to maintenance schedules to ensure Health & Safety and Infection Control requirements are completed in a timely manner.

Maintain confidentiality at all times.

Comply and adhere to all Hospice policies and procedures.

Attend Mandatory training.

Participate in the Admin on-call Rota.