

Job Description

Post: Receptionist/Driver

Responsible to: Service Manager

Location/Base: South West

Hours per Week: Zero Hours (Bank)

Overall Purpose of the Job

The role of the driver is to transport the doctor to home visits quickly and safely and to ensure that the in-car equipment is operational and secure. The driver will also act as receptionist at the Out of Hours bases when required.

As and when the service requires, Drivers may need to move to support another base within the region (a base other than that for which the original shift was booked).

Principle tasks will include:

- To drive doctors to home visits safely and within current road traffic act regulations.
- To accompany the doctor in all instances where the doctor's personal safety may be at risk, after careful risk assessment.
- Retrieve the prescription wallets containing adequate stock from locked storage and ensure logbook is filled out correctly by the doctor and the driver is to act as a witness.
- Assist the doctor during the selection of drugs from the drugs bag and record what items are being taken when on visits.
- To maintain the cleanliness of the vehicle for the session and to ensure that the interior is cleared of all call slips and any rubbish.
- To carry out basic vehicle maintenance to ensure that the vehicle is legal and safe, e.g. checking lights, tyres, engine oil levels, screen wash, coolant level check (visual only) at the start of the shift; making sure that the vehicle has enough fuel, and reporting any faults to the Shift Manager.
- To report any incidents or vehicle problems during the course of the shift to the Shift Manager.
- To maintain and replenish car medicine stock and check it at the start and end of the shift.
- To load and unload any vehicle medical equipment into the vehicle safely. Vehicles should be stocked with Defibrillators, nebulisers and 2 x full tanks of Oxygen
- To check HUC emails at the start of the shift.
- To comfort call patients to ensure they are updated about the visit time/any delays or visits that may breach
- To book patient appointments ensuring all local performance requirements are met.

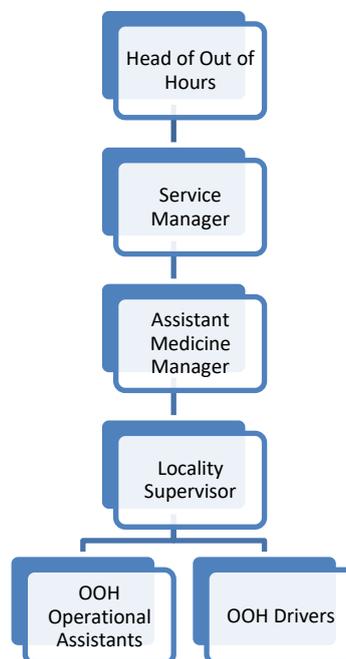


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Principle tasks continued:

- To maintain vehicle logs and records as required.
- To follow Herts Urgent Care Standard Operating Procedures and Policies for drivers and receptionists in carrying out the role.
- To communicate effectively with the call centre using mobile phone, taking and logging call details, and to check the accuracy of any received information, e.g., if there is difficulty contacting a patient, to check the telephone number.
- To ensure that patient confidentiality is always adhered to.
- To always maintain the security of the vehicle, ensuring it is locked and the mobile data unit hidden from view.
- To use the computerised system for recording confidential data in line with operational Policies and procedures.
- To act as receptionist in Out of Hours base when required.
- To monitor patients while in the base and make clinicians aware of any patients with worsening/ declining illness.
- To ensure patient confidentiality is always adhered to.
- To carry out base checks and restock consumables in the bases.
- To complete all required paperwork and fax to HQ for each shift.
- To ensure that the workplace is safe and report any potential hazards/problems to the Shift Manager.
- At the end of the shift, to ensure that the vehicle and the Out of Hours base is left tidy and in order, with all equipment secure.
- To attend mandatory training as determined by the organisation, e.g., basic life support training.
- In addition to the above, the post holder may be required to undertake such duties reasonably commensurate with the post which may include chaperoning patients during clinical examinations.

Organisation Chart:



Training and Development:

Full training will be given to support the development of this role.
Compliance with mandatory and statutory training requirements

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 duties and responsibilities commensurate. Any changes to this job description to take account of changing service needs will be made in discussion with the post holder.

Supplementary Information:

Our Culture

Every patient deserves our highest standard of care and commitment. In working together innovatively, transparently and constructively with the local community and stakeholders, we can deliver services which meet their specific needs. We learn by listening to patients' views and experiences. We are passionate about sharing our knowledge and expertise by encouraging dialogue both internally and externally to meet our high expectations for patients.

Communications

Maintaining high standards in communication across a scattered and diverse workforce, ensuring compliance in policy and procedure with all staff.

Contributing to creating a culture of open, honest communication and feedback so that all team members benefit and learn from each other.

Equality and Diversity

HUC has adopted an Equality and Diversity Policy to ensure that all job applicants and employees/workers are treated fairly and without favour or prejudice. We are committed to applying this policy throughout all areas of employment: recruitment and selection, training, development and promotion. In all situations, people will be judged solely on merit or ability. It is required of all employees/workers to uphold this policy in the course of their role and whilst undertaking their duties.

Mobility / Flexibility

The normal place of work for the post is as stated above, but post holders may be required to work from any of our establishments.

Health and Safety at Work

In accordance with the Management of Health and Safety at Work Regulations 1992 (as amended) and other relevant Health and Safety legislation, employees/workers have a duty to take responsible care to avoid injury to themselves and others by their work activities and to co-operate in meeting statutory requirements.



Infection Control

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Employees/workers must be aware that preventing healthcare acquired infections and infection control is the responsibility of all staff. Clinical procedures should be carried out in a safe manner by following best practice and infection control policies.

Data Protection and Confidentiality

Employees/workers must maintain confidentiality when dealing with sensitive material and information and are required to read, understand, and accept the terms of the Confidentiality, Data Protection and Electronic Communications Policy. The protection of data about individuals is a requirement of the law and if any employee/worker is found to have permitted unauthorised disclosure, the organisation and individual may be prosecuted. Action will be taken for any breach.

No Smoking Policy

HUC recognises the health hazards of smoking for smokers and non-smokers and acknowledges the rights of staff to work in a smoke free environment. Consequently, the organisation has adopted a 'Smoking Policy' which specifies that smoking is not allowed anywhere on HUC premises or near company vehicles.

Safeguarding

Post holders have a general responsibility for safeguarding children and adults at risk in the course of their daily duties and for ensuring that they are aware of the specific duties relating to their role. The expectation is that the post holder is familiar with the relevant procedures and guidelines and undertakes training at the appropriate level for their role.

Person Specification

Knowledge and Experience

Essential

- GCSE or equivalent in English and Maths
- Good driving skills and road safety awareness
- Must be a team player and prepared to work flexibly
- Able to use initiative to solve problems
- IT literate with good keyboard skills
- Able to liaise with other team members and staff from other agencies at all levels
- Full, clean UK driving licence must be maintained



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Person Specification

Knowledge and Experience

Desirable skills

- Knowledge of healthcare settings, policies and procedures
- Previous driving experience within a business environment

Personal Attributes, Values and Behaviours

- Good communication and interpersonal skills
 - Efficient
 - Dependable
 - Team player
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- Our Values



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General

All employees/workers of HUC must understand and actively participate in Safeguarding, Health and Safety and Equality and Diversity Policies and Procedures to ensure that people who use our services, other employees/worker and stakeholders are safe and respected whilst in HUC's care. Each employee/worker must take joint responsibility with their line manager for their own personal and professional development atwork.

Any offers of work are subject to pre-employment checks and these include DBS Disclosure, References and Social Media checks

Terms of Employment

Pay Rate £11.44 per hour + Enhancements.
5.6 weeks paid holiday (inclusive of bank and public holidays)
NHS Pension Scheme
Travel and expenses scheme
Career opportunities
Training and development opportunities

Closing Date: Thursday 2nd May 2024, 5pm.



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