



Volunteer Driver Llandough Hospital

Patient Experience Team

Location

University Hospital Llandough

Reports to

Identified area manager/coordinator

Accountable to

Voluntary Services Team

Time Commitment

2-3 hours per week between 12:00-16:00, Monday - Friday. Hours are flexible within the hours the service runs

Required Checks

*DBS (criminal Records Check)
Occupational Health check
Two References
Driving Licence check (annual through the Gov.uk website)*

Expenses

Reimbursed travel to/from locations on day of volunteering

PERSONAL REQUIREMENTS

- To have excellent listening skills and be non-judgemental.
- To be confident when communicating with service users, visitors, staff and general members of the public.
- To be enthusiastic about the aims and work of Cardiff & Vale UHB.
- To display levels of empathy and understanding at all times.
- To be presentable, smart and always wearing UHB Volunteer uniform and ID badge.
- To recognise when to refer issues and questions to UHB staff.

OUTLINE OF DUTIES

Volunteer Car Drivers give up their time to assist our Patient Transport Service in transporting patients, service users, staff, and visitors across the hospital site. The service operates from Monday to Friday. This is not a home-to-hospital service.

MAIN TASKS

- Welcome staff and visitors to the hospital
- Pick-up and drop-off patients, service users and staff on-site only
- Remind visitors of wearing masks, social distancing and hand hygiene procedures

TRAINING AND SUPPORT

Volunteers will need to undertake Cardiff and Vale University Health Board Training and Induction.

Specific training topics for volunteer drivers include:

- The Driver Handbook
- Overview of the Patient Transport Service
- Safe Practice
- Month End procedures

Training needs will be identified through the supervision process and met through Cardiff and Vale UHB Training Programmes.

Volunteers will be treated inclusively by the Voluntary Services Team and will be offered ongoing supervision and guidance.

COVID19 SPECIFIC GUIDANCE

- All Volunteers will need to complete an individual risk assessment prior to starting
- All volunteers must be aware of the need to stop volunteering should they feel unwell or if they live with someone who has symptoms and to follow the latest government and NHS advice especially regarding COVID-19 symptoms
- Training, guidance and induction to be provided via e-learning or virtual technology where possible
- Volunteers must be provided with the required levels of PPE and be trained in the usage, donning, doffing, and disposal of PPE in line with UHB guidelines

BENEFITS TO THE VOLUNTEER

This role offers:

- Satisfaction of assisting others and providing an invaluable service to the Health Board and community
- An opportunity to develop personal skills and experience
- The opportunity to meet new people

PERSON SPECIFICATION

Criteria	Essential	Desirable
Understanding the importance of confidentiality and following procedures	✓	
Experience of working in a health care setting		✓
Good communication skills	✓	
Ability to speak Welsh		✓
Reliable and punctual	✓	
Ability to work on own initiative and as part of a team	✓	
Experience of volunteering		✓
Willingness to undertake training	✓	
Available to volunteer for a minimum of 2 hours a week	✓	
Enthusiastic and outgoing	✓	



Kind and
caring

Respectful

Trust and
integrity

Personal
responsibility

