



**Bicton Heath, Shrewsbury, SY3 8HS**

**Re : Patient Transport Co-ordinator**

Thank you for your request for further information for the above mentioned post. The application pack contains the following information:

- 1. Information to Candidates**
- 2. Equal Opportunities Monitoring Form**
- 3. Job Description**
- 4. Person Specification**

Having read the enclosed information, your completed application form should be returned to me at the address below, to arrive no later than **25<sup>th</sup> February 2019**

We will respond to all unsuccessful applications within 4 weeks of the closing date via email (if you have provided an e-mail address on your application form).

Thank you for the interest you have shown in this post.

Yours sincerely

**Gaynor Taylor**  
**HR Advisor**  
Encs.

**Severn Hospice  
Patient Transport Co-ordinator**

**INFORMATION TO CANDIDATES - SUMMARY OF MAIN TERMS AND CONDITIONS OF EMPLOYMENT**

The following information is intended as a useful guide to applicants considering joining the Hospice. Full details are supplied with an offer of appointment.

**1. MEDICAL**

As part of the Hospice's selection procedure for employment, we ask all prospective employees to complete a pre-employment medical questionnaire. The purpose is to fulfil our responsibilities under the Health and Safety at Work Act 1974 and to ensure that the proposed employment does not present any particular risks from a medical point of view.

No formal offer of appointment will be made until the Hospice, through its Occupational Health Service Provider, is satisfied about your medical fitness to undertake the job. Further details about this will be sent to any prospective employee following interview.

**2. REFERENCES**

No formal offer of employment will be made until we have received satisfactory references.

**3. DISCLOSURE**

Please note that, because of the sensitive nature of the duties the postholder will be expected to undertake, you are required to disclose details of any criminal record, and any offer of employment will be subject to an Disclosure provided by the Disclosure Barring Service (DBS)

**4. PROBATIONARY PERIOD**

Your appointment will initially be for a probationary period of up to 3 months during which time your progress will be regularly assessed. Your line manager will work closely with you in order to help and support you as necessary throughout your probationary period. The Hospice reserves the right to extend the probationary period for any reason should this be deemed necessary eg. to provide additional training.

Your appointment will be confirmed in writing following the satisfactory completion of your probationary period. Your employment may be terminated at any time during the probationary period with appropriate notice. However, prior to this decision being made, every effort will be made to ensure that you reach the required standards.

**5. SALARY**

The salary for this post is £8.36 - £10 per hour depending on experience. This is Band 3 under the Hospice's pay scale system. Salaries are paid monthly by credit transfer to a bank or building society account.

**6. HOURS OF WORK**

You will be contracted to work 39 hours per fortnight as follows :-

Week 1	Mon	8.30 – 4.30	Week 2	Mon	off
	Tues	8.30 – 4.30		Tues	off
	Wed	8.30 – 1.30		Wed	12.30 – 4.30
	Thu	off		Thu	8.30 – 4.30
	Fri	off		Fri	8.30 – 4.30

**You will be expected to cover the holidays of the other Patient Transport Coordinator**

**7. HOLIDAY**

You will be entitled to 15 ½ hours holiday per annum

**8. NOTICE**

During your probationary service the period of notice to terminate your employment is one week by either party.

**9. LOCATION**

This post is based at our Bicton Heath site.

## **Severn Hospice Equality and Diversity Statement**

**Severn Hospice (the Hospice) is committed to the equal treatment of all employees and job applicants and requires all staff, whatever their grade or authority, to abide by this general principle. The Hospice is committed to all employees being able to achieve their full potential in an environment characterised by dignity and mutual respect.**

No individual shall be treated less favourably than another on grounds of gender, age, religion or belief, marital status, race, nationality, ethnic or national origin, sexual orientation, disability, social background, trade union membership, criminal record, carer responsibilities or employment status. The policy of equality of opportunity extends to all services we provide.

Severn Hospice aims to promote equality of opportunity for all with the right mix of talent, skills and potential and welcome applications from a diverse range of candidates including those with criminal records. We comply fully with the DBS Code of Practice and undertake to treat all applicants fairly. We undertake not to discriminate unfairly against any subject of a DBS Check on the basis of a conviction or other information revealed. Candidates are selected for interview based on their skills, qualifications and experience.

A DBS Check is only requested after a thorough risk assessment has indicated that one is both proportionate and relevant to the position concerned. For those positions where a DBS Check is required, all application packs will contain a statement that a Check will be requested in the event of the individual being offered the post.

Details of criminal records must be sent under separate, confidential cover with your application form. We guarantee that this information will only be seen by those who need to see it as part of the recruitment process.

All those involved in the recruitment process have been suitably trained to identify and assess the relevance and circumstances of offences. At interview, an open and measured discussion will take place on the subject of any offences or other matter that might be relevant to the position.

Criminal records will be taken into account for recruitment purposes only when the conviction is relevant. Having an "unspent" conviction will not necessarily bar you from employment. This will depend on the nature of the position and the circumstances and background of your offences. However, any "unspent" convictions, which are not declared and subsequently revealed, may result in dismissal.

Under the Rehabilitation of Offenders Act 1974, a conviction will become "spent" (i.e. treated as if it had not occurred) where the individual has not, after a specified period of time, committed another serious offence.

Rehabilitation periods vary depending on the type and length of conviction originally incurred.

Severn Hospice has a legal obligation to protect vulnerable client groups from people who have committed serious offences, and as such meets the requirements in respect of exempted questions under the Rehabilitation of Offenders Act 1974. All applicants who are offered employment in a post that falls into this category will be subject to a Disclosure Barring Service Check, before the appointment is confirmed. This will include details of cautions, reprimands or final warnings, as well as convictions, including "spent" convictions and where the post is subject to an Enhanced Check, other relevant non-conviction information, such as police enquiries and pending prosecutions will be included.

Severn Hospice is committed to compliance with the Disclosure Barring Service's Code of Practice for Registered Persons and other recipients of DBS information.

*A copy of the Hospice's Equality and Diversity Policy are available upon request.*

Severn Hospice

**EQUAL OPPORTUNITIES APPLICANT MONITORING FORM**

To help us ensure the effectiveness of our Equality and Diversity Policy **please complete this form, seal it in a separate envelope, and return it with your application form.** This will ensure that the appointing officer responsible for shortlisting or interviewing does not see the monitoring form before an appointment is made.

Post applied for .....

Full name of applicant .....

Date of birth ..... (age ..... )

• **Gender**

- Do not wish to disclose
- Male                       Female                       Transgender

• **Sexual Orientation**

- Do not wish to disclose
- Heterosexual / Straight                       Bisexual                       Gay / Lesbian
- Any other sexual orientation – please specify .....

• **Religion or Belief**

- Do not wish to disclose
- Baha'i                       Buddhist                       Christian                       Hindu                       Jain                       Jewish
- Muslim                       None                       Pagan                       Sikh                       Zoroastrian
- Any other religion or belief – please specify .....

• **Ethnic Group**

- Do not wish to disclose

**White**

- English, Welsh, Scottish, Northern Irish, British                       Irish                       Gypsy or Irish traveller
- Any other White background – please specify .....

**Mixed / multiple ethnic group**

- White & Black Caribbean                       White & Black African                       White & Asian
- Any other mixed background – please specify.....

**Asian / Asian British**

- Indian                       Pakistani                       Bangladeshi                       Chinese
- Any other Asian background – please specify .....

**Black / African / Caribbean / Black British**

- Caribbean                       African
- Any other Black, Caribbean, African background – please specify.....

**Other ethnic group**

- Arab
- Any other ethnic group – please specify.....

• **Disability**

- Do you have a physical impairment?                       Yes                       No
- Do you have a mental impairment?                       Yes                       No

**Data Protection Act**

I agree that the information given on this form may be processed by the Hospice in accordance with the Data Protection Act, in particular, for the purposes of the equal opportunities monitoring. I agree to the storage of this information on manual and computerised files.

Signature ..... Date .....

(please tick appropriate box)

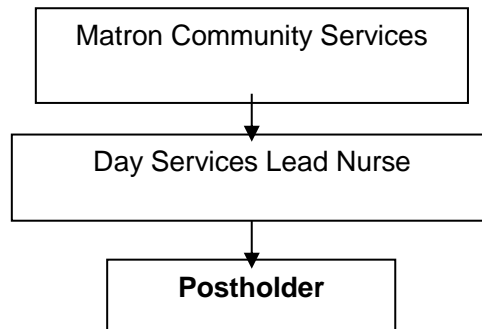
Thank you for completing this form



**Patient Transport Coordinator Job Description**

<b>Post Title:</b>	Patient Transport Coordinator
<b>Band :</b>	3
<b>Reports to:</b>	Day Services Lead Nurse
<b>Purpose of the post:</b>	<p>The post holder is responsible for the administration and co-ordination of appropriate transport within all areas of patient care at all sites as required and in accordance with the Hospice's Transport Policy.</p> <ul style="list-style-type: none"> <li>➤ Low dependency patients will normally be transported using Hospice Volunteers.</li> <li>➤ High dependency patients will normally be transported using FALCK (professional patient transport) whose use which will be decided by the nursing staff but ordered, administered and co-ordinated by the post holder.</li> </ul> <p>In the event of a transport requirement where a suitable Volunteer is not available or a requirement which falls between Volunteers capabilities and FALCK, the post holder will be expected to physically carry out the requirement using Hospice vehicles which includes the accessible vehicles.</p>

**Organisation Position**



## **A. IN-PATIENT RELATED RESPONSIBILITIES**

1. Administer and co-ordinate appropriate transport for in-patients depending on the level of dependence (hospital appointments, admissions, discharges, home visits)
2. In exceptional circumstances and with prior authorisation from the Day Services Lead Nurse to transport low dependent in-patients in an evening/weekend should the need arise (if the post holder is available).
3. In exceptional circumstances, to administer and co-ordinate transport of a close relative/friend to visit should all other options fail.

## **B. DAY CARE RELATED RESPONSIBILITIES**

1. Administer and co-ordinate appropriate transport of day care patients depending on the level of dependence, primarily at Shrewsbury and Telford and occasionally at Newtown.
2. Co-ordinate the transport of day care patients to hospital appointments as reasonably requested providing the appointment falls within the patient's acknowledged day unit day.
3. Undertake such other transport as agreed with appropriate senior members of staff.
4. To liaise with and carry out continuous feedback with the nursing staff.

## **C. HOSPICE OUT-PATIENTS**

1. To administer and co-ordinate appropriate transport for out-patients (Lymphoedema, Doctor, Complementary Therapy, Clinical Psychologist, Breathlessness, Social Workers).

## **D. ADMINISTRATIVE DUTIES**

1. A good working understanding of Microsoft Office Software is essential and in particular Microsoft Access.
2. Undertake training and to be competent in the safe operation of all Hospice patient carrying vehicles.
3. Undertake other training as necessary to allow for personal and service development.
4. Maintain suitable records of transport organised, allowing for the collation of information to provide statistics as required.
5. Maintain a system of transport amendment should this become necessary.
6. Maintain a comprehensive database of drivers and escorts.
7. Check and certify the mileage claim forms for Hospice drivers each month and pass to the Admin office.
8. Provide various miscellaneous reports to various departments for informative reasons.
9. Keep up to date with relevant legislation, ACOPS, health and safety etc and be responsible for compliance with the same.
10. Organise the maintenance of the Hospice's patient transport vehicles to a roadworthy and legal condition and if necessary carry out weekly checks.
11. Keep accessible vehicle records of mileage and fuel to enable the Hospice to claim the BSOG rebate.

## **E. VOLUNTEER RELATED**

1. Identify the recruitment needs of the service and assist in implementation of a suitable programme.
2. Participate in any transport training needs analysis as required for the Hospice Volunteers and contribute to the creation of any training material required including the delivery of said material.
3. Deliver initial induction training/information to all new recruits and subsequent refresher training/information as identified.
4. Deliver initial induction training/assessment for accessible vehicle drivers/escorts and subsequent training/information as identified with 2 yearly maximum 'on the job' assessments.

5. Deliver the same initial induction training/assessment for accessible vehicle drivers/escorts for identified 'backup stewards' and subsequent training/information as identified with 2 yearly maximum 'on the job' assessments.
6. Issue the necessary documentation and identification to new drivers including the issue of DBS Disclosure applications. Verification of documents in accordance with DBS procedure.
7. Check insurance, MOT and driving licence details of all drivers at interview and on an annual basis thereafter maintaining appropriate records of same.
8. Provide any relevant information to drivers regarding patients and routes.
9. Identify the support needs of the transport team and assist in the implementation of such support.
10. If time allows, assist the Volunteer Coordinator in the general day-to-day co-ordination of Volunteers.

Responsibilities and duties may include other tasks as determined by the Day Services Lead Nurse

This job description is intended as a guide to the range of duties covered and should not be regarded as inflexible. There is a mutual obligation to modify the description when changes in the work situation occur.

### **Supplementary Information and Requirements**

All new Hospice employees are on a three months probationary period.

A DBS Disclosure will be requested in the event of an individual being offered the post.

### **Health and Safety**

In accordance with the Hospice's Health & Safety Policy all employed persons while at work are required by Section 7 of the Health & Safety at Work Act to take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.

### **Appraisal**

All employees are required to participate in the Hospice's appraisal process (permanent contracts only).

*Last updated October 2018 (KC)*

**PATIENT TRANSPORT CO-ORDINATOR PERSON SPECIFICATION**

		<b>Essential</b>	<b>Desirable</b>
<b>Qualifications / Training</b>	Level of education necessary	-	-
	Professional and post basic qualifications	<ul style="list-style-type: none"> <li>➤ Clean Full Valid D1 Licence or post 1998 qualification</li> </ul>	-
	Specialised training required for post	<ul style="list-style-type: none"> <li>➤ Risk Assessment Awareness</li> <li>➤ Severn Hospice Accessible vehicles</li> </ul>	-
<b>Experience</b>	Length, type and level of post related work experience required (additional or alternative to qualifications above)	<ul style="list-style-type: none"> <li>➤ Experience of people supervision</li> </ul>	<ul style="list-style-type: none"> <li>➤ Experience of working within the voluntary sector</li> <li>➤ Experience of working with patients with mobility issues.</li> </ul>
<b>Skills &amp; Knowledge</b>	Range and level of skills	<ul style="list-style-type: none"> <li>➤ Proficient user of Microsoft Office – Access, Excel, Word, Power Point and Microsoft Outlook</li> <li>➤ Ability to drive minibuses and other transport</li> <li>➤ Ability to formulate a plan and the capability to put it into action</li> <li>➤ Effective time management and organisational skills</li> <li>➤ Demonstrates ability to use common sense and initiative</li> <li>➤ Demonstrates ability to stay calm.</li> <li>➤ Able to follow procedures effectively</li> <li>➤ Excellent verbal, written and interpersonal communication.</li> <li>➤ Experience of producing management information reports including numerical and graphical data.</li> <li>➤ Knowledge and understanding of basic office procedures and terminology</li> <li>➤ Be able to plan and organise both familiar and new tasks</li> <li>➤ An awareness of equality and diversity.</li> <li>➤ Able to work in dynamic situation to meet needs of volunteers</li> </ul>	-



		<b>Essential</b>	<b>Desirable</b>
<b>Skills &amp; Knowledge</b> (con'd)	Range and level of skills (con'd)	<ul style="list-style-type: none"> <li>➤ Able to use a problem-solving approach to respond appropriately to a wide range of enquiries Able to work on own initiative or with others on tasks with minimum supervision. Determination to seek to improve quality of performance, assisting staff to achieve Quality standards</li> </ul>	-
	Depth and extent of knowledge required	<ul style="list-style-type: none"> <li>➤ To continually develop understanding of Microsoft Office software to maintain and improve the existing Transport database 'tools'.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Good geographical knowledge of the Severn Hospice catchment area</li> </ul>
<b>Aptitudes &amp; Attributes Required</b>		<ul style="list-style-type: none"> <li>➤ A high level of professionalism is required for this post and confidentiality is of utmost importance</li> <li>➤ Tact and diplomacy</li> <li>➤ Flexible and motivated team member</li> <li>➤ Able to take instruction</li> <li>➤ Sensitive</li> <li>➤ Good sense of humour</li> <li>➤ Emotionally strong</li> <li>➤ Patience</li> <li>➤ Able to work reliably and responsibly as part of a multidisciplinary team with internal and external colleagues, demonstrating cross-boundary working, and working with others to achieve organisation goals</li> <li>➤ Show an awareness of others' roles, responsibilities and requirements in carrying out your work</li> </ul>	-
<b>Other Requirements</b>		<ul style="list-style-type: none"> <li>➤ Enhanced DBS disclosure</li> <li>➤ Prepared to work flexible hours</li> <li>➤ Willingness to undergo further training as required</li> <li>➤ To provide holiday cover for the other job sharer</li> </ul>	<ul style="list-style-type: none"> <li>➤ Basic understanding of Hospice philosophy</li> </ul>