



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

**Re : Bank Patient Transport Coordinator**

Please find attached the following documents:-

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

As you will be aware, this post will be offered subject to an Enhanced Disclosure provided by the Disclosure Barring Service.

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

Yours sincerely

**Gaynor Lewis**  
**HR Advisor**

## Severn Hospice – Bank Patient Transport Coordinator

### 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.

- **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.

- **REFERENCES**

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

- **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 a Disclosure provided by the Disclosure Barring Service (DBS)

- **SALARY**

The **hourly rate** for this post is £9.83.

Salaries are paid monthly by credit transfer to a bank or building society account.

- **MUTUALITY OF OBLIGATION**

You must understand that although appropriate work may be offered to you if available, the Hospice is under no obligation to do so, and similarly you are under no obligation to accept any offer of work from us.

- **HOLIDAY**

Not applicable. your hourly rate includes an amount per hour in respect of holiday entitlement as required under the Working Time Regulations 1998 (as amended).

**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 suitable 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 is available upon request.*

## EQUALITY AND DIVERSITY MONITORING FORM

Severn Hospice wants to meet the aims and commitments set out in its Equality and Diversity Policy. To assist the Hospice in meeting this aim, we need to monitor the equality and diversity profile of the workforce. We also need to ensure that we fully comply with the Equality Act 2010. The Act sets out 9 'protected characteristics' – age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

This form is voluntary and will not be used as part of the selection process nor will it be seen by anybody who is interviewing you. The information collected is only used for monitoring purposes in an anonymised format to assist the organisation in analysing the profile and make up of individuals who apply, are shortlisted and appointed to each vacancy. Should you not wish to complete this form your application will not be prejudiced in any way.

**Please can you complete the form and mark the box with an 'x', where applicable.**

<b>First Name:</b>		<b>Surname:</b>	
<b>Date of Birth:</b>		<b>Position applied for:</b>	

**Are you married or in a civil partnership?**

<b>Yes</b>		<b>No</b>		<b>Prefer not to say</b>	
------------	--	-----------	--	--------------------------	--

### ETHNICITY

<b>White</b>	<b>British</b>	
	<b>Irish</b>	
	<b>Gypsy or Irish Traveller</b>	
	<b>Any other White background (please specify)</b>	
<b>Mixed/ Multiple Ethnic Groups</b>	<b>White and Black Caribbean</b>	
	<b>White and Black African</b>	
	<b>White and Asian</b>	
	<b>Any other Mixed/multiple ethnic background (please specify)</b>	
<b>Asian or Asian British</b>	<b>Indian</b>	
	<b>Pakistani</b>	
	<b>Bangladeshi</b>	
	<b>Chinese</b>	
	<b>Any other Asian background (please specify)</b>	
<b>Black/African/Caribbean/Black British</b>	<b>African</b>	
	<b>Caribbean</b>	
	<b>Any other Black background (please specify)</b>	
<b>Other Ethnic Groups</b>	<b>Arab</b>	
	<b>Japanese</b>	
	<b>Any other ethnic group (please specify)</b>	
<b>Prefer not to say</b>		

**AGE**

<b>Under 16</b>		<b>35-39</b>		<b>55-59</b>	
<b>16-24</b>		<b>40-44</b>		<b>60-64</b>	
<b>25-29</b>		<b>45-49</b>		<b>65+</b>	
<b>30-34</b>		<b>50-54</b>		<b>Prefer not to say</b>	

**RELIGION AND BELIEF**

<b>Buddhist</b>		<b>Jewish</b>	
<b>Christian</b>		<b>Sikh</b>	
<b>Hindu</b>		<b>No religion or belief</b>	
<b>Muslim</b>		<b>Prefer not to say</b>	

**GENDER**

<b>Male</b>		<b>Female</b>		<b>Transgender</b>	
				<b>Prefer not to say</b>	

**SEXUAL ORIENTATION**

<b>Heterosexual</b>		<b>Lesbian</b>		<b>Gay</b>		<b>Bisexual</b>	
<b>Prefer not to say</b>							

**DISABILITY**

A disabled person is defined in the Equality Act 2010 as someone with a physical or mental impairment that has a substantial and long-term impact on their ability to carry out day to day activities. Examples are: mobility, manual dexterity, speech, hearing, seeing and memory.

The definition also covers HIV, Multiple Sclerosis and Cancer from the time of diagnosis, and progressive conditions from the point at which they have an impact on day to day activities.

The Hospice will consider making such adjustments as are reasonable in compliance with the Equality Act 2010.

Having read this do you consider yourself to be covered by the definition?

<b>Physical Impairment</b>	<b>Yes</b>		<b>No</b>		<b>Prefer not to say</b>	
<b>Mental Impairment</b>	<b>Yes</b>		<b>No</b>		<b>Prefer not to say</b>	

**DECLARATION**

The information you provide on this form will be used in anonymised form for the Hospice to internally record and monitor its progress against a number of indicators of workforce equality.

I agree to the use of my personal information as explained above

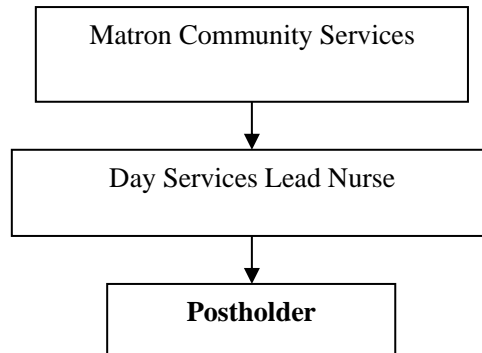
Signature:	Date:
------------	-------



**Patient Transport Coordinator Job Description**

<b>Post Title:</b>	Patient Transport Coordinator
<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 dependent patients will normally be transported using Hospice Volunteers.</li> <li>➤ High dependent 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 the requirement out 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 and on a time in lieu basis).
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. Maintain relevant records of the Community Car Scheme expenses and arrange for these to be paid to the drivers through the Admin office.
8. Check and certify the mileage claim forms for Hospice drivers each month and pass to the Admin office.
9. Provide monthly reports to finance (mainly Lymphoedema Out Patients) to enable the Hospice to charge the PCT for patient transport.
10. Provide various miscellaneous reports to various departments for informative reasons.
11. Keep up to date with relevant legislation, ACOPS, health and safety etc and be responsible for compliance with the same.
12. Organise the maintenance of the Hospice's patient transport vehicles to a roadworthy and legal condition and if necessary carry out weekly checks.
13. Keep accessible minibus 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 Voluntary 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**

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.

*Last updated April 2019 (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	➤ Clean Full Valid Driving Licence	-
	Specialised training required for post	➤ Risk Assessment Awareness	➤ Wheelchair Accessible Vehicles – training given as necessary
<b>Experience</b>	Length, type and level of post related work experience required (additional or alternative to qualifications above)	➤ Experience of people supervision	➤ Experience of working within the voluntary sector ➤ Experience of working with patients with mobility issues.
<b>Skills &amp; Knowledge</b>	Range and level of skills	➤ Proficient user of Microsoft Office – Access, Excel, Word, Power Point and Microsoft Outlook ➤ Ability to drive minibuses and other transport ➤ Ability to formulate a plan and the capability to put it into action ➤ Effective time management and organisational skills ➤ Demonstrates ability to use common sense and initiative ➤ Demonstrates ability to stay calm. ➤ Able to follow procedures effectively ➤ Excellent verbal, written and interpersonal communication. ➤ Experience of producing management information reports including numerical and graphical data. ➤ Knowledge and understanding of basic office procedures and terminology ➤ Be able to plan and organise both familiar and new tasks ➤ An awareness of equality and diversity. ➤ Able to work in dynamic situation to meet needs of volunteers	-

		<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</li> <li>Able to work on own initiative or with others on tasks with minimum supervision</li> <li>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>