

St Elizabeth Hospice

Volunteer Role Description



Role: HUB Distribution Driver

Location: Hospice HUB, 565 Foxhall Road, Ipswich

Staff Member Link: Logistics Coordinator

Purpose of Role and Service

To assist in the collection and delivering of products between hospices, private addresses, hospitals and businesses

Key Activities

- To maintain a link between delivery or collection for the hospice
- Transport samples and medication between hospice and hospital
- Transport PPE, syringe drivers, medication, equipment and paperwork to private addresses
- Support retail with donation collections, PPE & chemical order deliveries
- To load and unload vehicles and assist in general duties
- To drive with due care and attention around Suffolk and surrounding areas
- To keep yourself and the vehicle safe and secure at all times
- Carry out checks on the vehicle and report any faults or concerns to the HUB staff member
- To provide driving cover for your agreed shift
- To provide outstanding customer service at all times
- To have an understanding and promote the ethics of the Hospice at all times
- Adhere to St Elizabeth Hospice Health & Safety & Manual Handling Policies and Procedures and Driving at Work Guidance at all times

Organisational Responsibilities

- To work within the policies of the hospice and act within Care Standards at all times
- To uphold the hospice and individual team values at all times
- To ensure effective use of resources
- To participate in the hospice education programme and attend training courses as required
- To respect at all times the confidentiality of information covering patients, staff and volunteers
- To play an active part in the development and maintenance of good relationships with all who have business with the hospice
- To promote the hospice Philosophy of Care towards patients, relatives and visitors
- Generally to contribute towards ensuring a safe environment for all persons on the premises
- Because of the special nature of the hospice and its work you may on occasion be asked to undertake other duties to help maintain our high standard of care

Volunteers are required to respond positively to all reasonable instructions given by Link Members or other members of hospice staff. While volunteer suggestions and opinions are always welcomed, the responsibility for operational and strategic decisions lies with the hospice management.

Personal Qualities

Attributes	Essential/Desirable	Qualification and training to be provided
Skills and Abilities	E - Full and clean driving licence D - Health and Safety and Manual Handling awareness	
Knowledge and Experience	D - Previous van driving experience D - Local area knowledge D - Loading of goods	
Attitudes and Values	E - Good communication skills E - Flexible E - Positive attitude E - Work to deadlines E - Polite and friendly E - Smart appearance	
Qualifications and Training		<p>eLfh Modules - Roles and Responsibilities of a Volunteer, Communications for Volunteers, Health, Safety and Infection Prevention and Control for Volunteers, Data Security Awareness for Volunteers, Conflict Resolution for Volunteers, Fire Safety for Volunteers, Equality, Diversity and Human Rights for Volunteers, Moving and Assisting for Volunteers, Safeguarding Adults for Volunteers.</p> <p>Ihasco modules - Driver Awareness, Lone Worker Awareness</p> <p>Other - Blood Training</p>

Driving Check – This role requires the Hospice to undertake relevant driving checks on the applicant