



St John
Scotland

Saving lives together

Patient Transport Co-ordinator (Volunteer)

Help patients get to the care they need and make a real difference in your community.

As a Volunteer Patient Transport Coordinator, you will support a team of volunteer drivers who provide transport for patients. St John Scotland partners with the Scottish Ambulance Service and local NHS boards to deliver patient transport for oncology and renal clinic patients, helping patients attend their regular treatments safely, reliably, and with dignity.

About the role:

You'll oversee and coordinate patient transport services in your local area, managing volunteer driver rotas, liaising with hospital units, and supporting our volunteers to ensure patients receive safe and compassionate transport.

We're looking for:

- Good organisational and communication skills
- A reliable, proactive, and supportive approach
- Confidence working with volunteers
- Full driving licence (occasional movement of St John Scotland vehicles may be required)

What you'll do:

- Coordinate volunteer driver rotas to meet patient transport needs
- Serve as the main point of contact between hospital units and drivers
- Support, motivate, and communicate with volunteer drivers
- Work closely with St John Scotland staff and volunteer leaders

Why volunteer with us?

Dialysis patients often require treatment three times a week. While some rely on ambulances, taxis, or other services, our volunteers provide free, friendly, and reliable transport, improving patients' experience and helping the NHS save costs. Your contribution will directly support patients and strengthen your community.

If you'd like to use your skills to support patients and volunteers, we'd love to hear from you.

Get involved today and help save lives in your community.

St John Scotland Registered Office: 21 St John Street, Edinburgh EH8 8DG
T: 0131 556 8711 **E:** info@stjohnscotland.org.uk **W:** stjohnscotland.org.uk

Scottish Registered Charity number SC047485.

A company limited by guarantee registered in Scotland number SC557034



St John
Scotland

Saving lives together

| Volunteer role description | |
|-----------------------------------|--|
| Role title | Patient Transport Coordinator |
| Responsible to | Area Chair within the SJS volunteer structure and Patient Transport Service Delivery Officer |
| Location | Within the geographical area of your local St John Scotland Area |
| Time commitment | <p>This is a volunteering role with no fixed hours.</p> <p>Patient Transport Services generally operate Monday to Saturday.</p> <p>A regular weekly or monthly commitment is encouraged.</p> <p>We would like volunteers in this role to agree to commit to a minimum of 12 months.</p> |
| Purpose | <p>To oversee and coordinate patient transport services within an Area, as well as managing volunteer drivers.</p> <p>The Patient Transport Coordinator organises transport requirements for the hospital unit, matching patient needs with driver availability to ensure safe and reliable access to healthcare.</p> |
| Responsibilities | <ul style="list-style-type: none">• Oversee Patient Transport Services within your Area• Coordinate driver rotas• Liaise with hospital units and drivers• Support volunteer drivers• Participate in Community of Practice meetings• Compile monthly reports |
| Skills & requirements | <ul style="list-style-type: none">• Positive ambassador for St John Scotland• Strong organisational and communication skills• Reliable and proactive• Basic IT skills, including email, spreadsheets, and document management• Full driving licence required |
| Training & support | <ul style="list-style-type: none">• Full induction and role-specific training• Ongoing support from SJS staff |



St John
Scotland

Saving lives together

| | |
|-----------------------------------|---|
| Standards & compliance | <ul style="list-style-type: none">• PVG (Protecting Vulnerable Groups) membership required and processed as part of induction• Volunteers must comply with all St John Scotland policies, including:<ul style="list-style-type: none">○ Safeguarding○ Health & Safety○ Equality, Diversity & Inclusion• Data Protection |
| What you'll gain | <ul style="list-style-type: none">• Make a meaningful difference• Direct contribution to lifesaving outcomes in local communities• Being part of a respected national and international organisation• Eligibility for recognition within the Order of St John, in line with established criteria. |