



St John
Scotland

Saving lives together

Volunteer Title	(Respective Area) Patient Transport Coordinator
Responsible to	Area Chair and St John Scotland (SJS) Head Office
Where (Location)	Respective Area
Time commitment	Regular and committed
Volunteering role overview	<p>As a Volunteer Patient Transport Coordinator, your role will include volunteering to oversee and manage the volunteer team who provide transport for patients to and from their oncology/renal unit at the Areas' agreed hospital(s).</p> <p>St John Scotland works in partnership with the Scottish Ambulance Service and local NHS boards to provide Patient Transport for people attending oncology and renal clinics. All passengers are referred to us by the Scottish Ambulance Service or NHS clinics.</p> <p>St John Scotland currently operates Patient Transport services in:</p> <p>Aberdeen & North East (A&NE) – Dr Gray's Hospital (Pilot Pending) in Elgin</p> <p>Angus & Dundee (A&D) – Ninewells Hospital in Dundee and Arbroath Infirmary in Arbroath and others within and outwith Tayside</p> <p>Ayrshire & Arran (A&A) – University Hospital Ayr (within Pilot)</p> <p>Central (C) – Forth Valley (Renal)</p> <p>Dumfries & Galloway (D&G) – Western General in Edinburgh, St John's Hospital in Livingston, Beatson in Glasgow and other oncology units</p> <p>Edinburgh and South East (E&SE) - Royal Infirmary of Edinburgh (Renal)</p> <p>Fife (F) - Queen Margaret Hospital in Dunfermline, and Victoria Hospital in Kirkcaldy</p> <p>Oncology treatment may involve patients attending daily for a number of weeks. Whereas Dialysis requires regular treatment, three times a week, often for long periods of time. Patients currently use a mixture of</p>

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	<p>transport to get to their treatments, including ambulance transport, self transport, taxis, and other voluntary services.</p> <p>The support provided by St John Scotland's Patient Transport service means patients have access to free, friendly, reliable transport and the support of volunteers, while our model can provide a significant financial saving for the NHS.</p>
Main volunteering tasks	<p>Volunteering alongside the other Volunteer Patient Transport Coordinator to:</p> <ul style="list-style-type: none">• Communicate regularly with volunteer drivers and create a shift rota considering changes in volunteers' availability• Liaise and maintain relationships with the Oncology Department/Renal Unit to ensure that patient information is up to date• Support the volunteer driver recruitment process by taking part in volunteer interviews and inductions
Required skills, qualities, and experience	<ul style="list-style-type: none">• Great sense of responsibility, commitment, and leadership• Ability to communicate effectively by phone, email and in person• Competent computer skills• Outgoing and welcoming personality
Training and support available	<ul style="list-style-type: none">• You will receive all the necessary volunteering training and ongoing support from the staff team and other Patient Transport Coordinator• You will be equipped with the St John Patient Transport uniform and an identification badge• You will be eligible to claim expenses according to the volunteer expenses policy
Volunteer recruitment process	<ul style="list-style-type: none">• Submit the Patient Transport Volunteer Application Form• Conduct a volunteer interview with the Volunteer Development Officer, The Project Lead and Areas' Patient Transport Team• Complete your membership of the PVG (Protecting Vulnerable Groups) scheme. This is free for all volunteers.

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