



**St John**  
Scotland

Saving lives together

Volunteer Role	Patient Transport Coordinator
Responsible to	St John Scotland Head Office and Aberdeen & NE Patient Transport Sub Committee
Where (Location)	Elgin & Forres
Time commitment	Regular and committed
Volunteering role overview	<p><b>As a Volunteer Patient Transport Coordinator, your role will include volunteering alongside the other Patient Transport Coordinator to oversee and manage the volunteer team who provide transport for patients to and from the renal unit in Dr Gray's Hospital in Elgin.</b></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 six areas of Scotland. We are keen to expand the service and are in discussions with NHS Grampian about establishing a renal dialysis PT service in Elgin and the surrounding areas.</p> <p>Dialysis requires regular treatment, three times a week, often for long periods of time. Patients currently use a mixture of transport to get to their treatments, including ambulance transport, self transport, taxis, and other voluntary services. 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 provides a significant financial saving for the NHS.</p>

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Scottish Registered Charity number SC047485.

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Main volunteering tasks	Volunteering alongside the other Volunteer Patient Transport Coordinator to: <ul style="list-style-type: none"><li>• Communicate regularly with volunteer drivers and create a shift rota considering changes in volunteers' availability</li><li>• Liaise and maintain relationships with the Renal Unit to ensure that patient information is up to date</li><li>• Support the volunteer driver recruitment process by taking part in volunteer interviews and inductions</li></ul>
Required skills, qualities, and experience	<ul style="list-style-type: none"><li>• Great sense of responsibility, commitment, and leadership</li><li>• Ability to communicate effectively by phone, email and in person</li><li>• Competent computer skills</li><li>• Outgoing and welcoming personality</li></ul>
Training and support available	<ul style="list-style-type: none"><li>• You will receive all the necessary volunteering training and ongoing support from the staff team and other Patient Transport Coordinator</li><li>• You will be equipped with the St John Patient Transport uniform and an identification badge</li><li>• You will be eligible to claim expenses according to the volunteer expenses policy</li></ul>
Volunteer recruitment process	<ul style="list-style-type: none"><li>• Submit the Patient Transport Volunteer Application Form</li><li>• Attend an informal volunteer interview</li><li>• Complete your membership of the PVG (Protecting Vulnerable Groups) scheme. This is free for all volunteers.</li></ul>