



Patient Transport Volunteer Coordinator Role Description

Role Title	Volunteer Patient Transport Coordinator
Responsible to	St John Fife Patient Transport Sub Committee Chairperson
Location	Fife
Time commitment	Regular long term commitment, including an element of being 'on call' to respond to last minute changes
Role description	<p>St John Scotland works in partnership with the NHS to provide Patient Transport services for people attending renal dialysis in Fife. The service is volunteer-led, and sees a team of volunteer drivers use dedicated St John Patient Transport vehicles to pick up patients from their homes, take them to hospital for treatment, and return them home afterwards.</p> <p>The service operates 5 days a week, from around 6am to 7pm, 52 weeks a year.</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> <p>As a Volunteer Patient Transport Co-ordinator, your role will include overseeing and managing the volunteer team who provide transport to patients to and from the renal units at the Victoria Hospital, Kirkcaldy and Queen Margaret Hospital, Dunfermline.</p>
Main tasks	<ul style="list-style-type: none">• Communicate regularly with drivers and create a monthly/weekly shift schedule taking into account changes in volunteers drivers' availability and inpatients' regular treatment schedules• Liaise and maintain relationships with the Renal Units to ensure that patient information and requirements are up to date• Support the volunteer driver recruitment process by arranging and leading interviews with prospective volunteer drivers• Conduct volunteer driver inductions and work with St John Scotland staff team to ensure all relevant paperwork and checks are completed



	<ul style="list-style-type: none">• Oversee the maintenance of the two Patient Transport vehicles including managing services and MOTs, and records• Keep accurate records in relation to the service including volunteer information, mileage records, and vehicle records• Reports to the St John Fife Patient Sub committee chairperson and attends St John Scotland national Patient Transport steering group as Fife Area Patient Transport Representative• Coordinators may choose to cover Patient Transport shifts if short notice changes mean other volunteers are unavailable.• Maintain Patient confidentiality at all time and adhere to the Data Protection Act
Required skills, qualities and experience	<ul style="list-style-type: none">• Sense of responsibility, commitment and leadership• Ability to communicate effectively by phone, email and in person• Competent computer skills• Outgoing flexible and welcoming personality• Skilled Driver and holder of a full current UK driving licence
Training and support available	<ul style="list-style-type: none">• You will receive all the necessary training and support from the staff team and other St John Scotland Volunteer Patient Transport Coordinators• You will be equipped with the St John Scotland Patient Transport uniform and an identification badge [which must be worn when driving St John Scotland vehicles]• You will be eligible to claim expenses according to the volunteer expenses policy
Volunteer Recruitment process	<ul style="list-style-type: none">• Complete the volunteer application form• Volunteer Interview with St John Fife Patient Transport Sub Committee members• The successful candidate will require to satisfactorily complete membership of the PVG [Protecting Vulnerable Groups] scheme. We will guide you through this process which is free of charge to volunteers