

Position Description

Role:	Volunteer Driver - Kapiti
Department:	Kapiti Day Hospice
Hours:	Tuesdays (weekly) 9.30 am to 10.15 am and/or 1.45 pm to 2.45 pm
Date:	April 2021

This job description is designed to give an indication of the types of work and performance expected of the job holder. It does not provide an exhaustive list of duties or performance standards, and the job holder agrees to undertake any other tasks that are consistent with the position and with the provisions of quality service to Mary Potter Hospice patients and their families and whānau. In order to meet the changing needs of Mary Potter Hospice, this job description may require change from time to time.

Overview of the role

To provide safe transport for Hospice patients to and from the Day Hospice and their homes and helping with transport on outings.

Scope

Reports to: Day Programme Co-ordinator/Occupational Therapist

Location: 36 Warrimoo Street, Paraparaumu

Key Competencies

To be successful in this role you must be able to demonstrate the following skills and competencies:

- Ability to communicate with and build relationships with patients
- Be caring and understanding
- Ensure the safety and wellbeing of patients at all times.
- Adhere to safe manual handling practices including when handling wheelchairs and walkers and when transferring patients

Key Tasks

- Drive patients to and from the Day Hospice and their home
- Assist with transport for outings
- Assist patients with walkers, wheelchairs etc. when transferring to and from the vehicle, their home and the Hospice
- Inform staff of any observations or concerns noted during the journey to and from the Hospice

Health and Safety *(all roles have a H&S component, some more detailed than others. The tasks here are the minimum expected of all roles)*

- Practise within Mary Potter Hospice health and safety policies and procedures outlined in the Health and Safety Policy Manual
- Report all identified hazards, incidents (including near-misses) and accidents
- Participate in mandatory health and safety training as required

Outputs/expected results/Key performance indicators

- Volunteer Driver training, orientation and Manual Handling training has been completed and protocols are adhered to
- Patients are collected and transported in a timely manner
- Patients feel safe

Outcomes

- Positive feedback is received from patients
- Health and safety practices are adhered to
- Mary Potter Hospice is a safe and healthy place to work

Person Specification

- A clean and full Driver's Licence
- Have good health and an adequate level of physical strength and stamina to safely carry out the physical demands of the role
- Ability to build and maintain professional relationships

- Maintain confidentiality
- High level of integrity

Signed: Date:
(Job Holder)

Signed: Date:
(Director)

Job Description Appendix

The values of the Venerable Mary Potter and the vision of Dame Cecily Saunders are deeply held by Mary Potter Hospice staff and volunteers and underpin all the work we do.



Our values

- Mana/Respect
- Aroha/Compassion
- Rangatiratanga/Dignity
- Manaakitanga/Hospitality
- Kaitiakitanga/Stewardship

Our vision

That people in our communities who need palliative care have access to compassionate and quality care, when and where they need it.

Our approach

Taking a whole person approach, we will provide and promote high quality specialist palliative care, grief support, education and care planning services. Working alongside our health partners, we aim to make a difference in the communities we serve.

VOLUNTEER DRIVERS DECLARATION FORM

Name: _____

Address: _____

Phone: _____ (Home)

_____ (Work)

Private details:

Vehicle registration: _____

Make/model of vehicle: _____

Warrant of Fitness expiry date: _____

NZ class B drivers licence no.: _____

Seating capacity of your vehicle: _____

Insurance company: _____

On the recommendation of the Land Transport Safety Authority we ask for your signature on this Declaration.

(Signature)

Declaration

1. Do you have any physical health, lower back or eyesight problems that could affect your driving?

YES NO

If YES please specify: _____

2. Are you presently taking any medications that may affect your driving?

YES NO

If YES please specify: _____

3. Would you be willing to attend any driving and/or safety courses we may organise?

YES NO

4. Do you have a clean licence?

YES NO

If NO please specify: _____

5. Or pending action?

YES NO

If YES please specify: _____

I undertake to drive in a safe and responsible manner, and understand that no alcohol or drugs may be consumed prior to driving duties. I understand I am responsible for the fitness of my personal vehicle and that I am required to report any changes to my driving licence status. I understand that Mary Potter Hospice accepts no responsibility for any liability incurred, or damage caused, as a result of using my private vehicle.

Signature: _____ Date: _____

For office use only: -

Driver Licence checked by: _____
Signature Designation

Photocopy provided and filed with Day Hospice Coordinator

Volunteer Driver – Day Hospice

Guidelines

General Information

Thank you for becoming a Mary Potter Hospice volunteer driver. Your role is vital in enabling us to support people with terminal illness and their families.

This role may be very different to anything you have done previously and may involve you meeting people with physical disabilities, altered appearance, or who are distressed, anxious or sad.

Because you are “on your own” more than most other hospice volunteers, it is vital that you feel free to discuss your concerns or reactions to these things. However, the confidentiality of information about patients must be preserved. Therefore, the appropriate people to discuss these matters with are Day Hospice Staff.

When you are driving, general conversation is usually great. Take your cue from the patients. An individual may be feeling very tired, or simply wanting privacy.

Your role is one of privilege and responsibility. People who are sick can feel that their privacy is constantly being invaded by endless questions from health professionals and therefore they may appreciate simple quiet companionship.

Sometimes people will feel very secure with you and may choose to share confidences with you. Accept these and acknowledge the distress or hurt. You do not need to advise or evaluate what they have said. Often it is enough for people to have simply “shared the load”, and it may not be necessary to do more.

However, normally it is a good idea to encourage the person to share their concerns with a health professional involved with them i.e. their GP, Palliative Care Co-ordinator, district nurse, or Hospice staff. If this appears to be difficult for them, they may find it easier if you ask if you can pass the information on to a Hospice staff member.

Reporting your Concerns or Observations

If anything at all happens that worries you, please inform staff as soon as possible.

This may include:

- Things you notice at the patient's home
- Things patients say that concern you
- Somebody who appears distressed.

If you have any concerns, talk to us. We can then ascertain if medical attention, further support or something else is required.

REMEMBER THAT ALL INFORMATION ABOUT PATIENTS IS CONFIDENTIAL. THEIR PRIVACY MUST BE RESPECTED.

When you are driving please remember that our patients may be fatigued, nauseous, have pain, have difficulty adjusting their position in a moving vehicle, or have generally lost confidence. Therefore, a slightly slower, smooth ride is desirable.

Please park in a way which allows plenty of room for patients to get in and out of the car safely.

Unexpected Events

The first step is always to:

- Provide reassurance and comfort
- Remain quiet or talk quietly and calmly
- Ring the hospice if you have any concerns

1. If a patient is unwell:

- If a patient vomits, or is incontinent deal with it as calmly and with as much dignity for the patient as you possibly can
- Report all such incidents to staff on arrival
- If you are seriously concerned about a patient's well being you will need to use your discretion. If at all possible, contact the Day Unit by mobile phone, so that we can support you in your decision-making
- It may be necessary, depending on these factors, and where you are, to proceed straight to Accident & Emergency Department or dial 111
- Events such as these are extremely unlikely

2. Patient Convulsion

Should a patient have a convulsion, the major concern is to keep them safe from injury. Do not restrain them, or put anything in their mouth. If they are unconscious, turn them to recovery position and ensure that the airways are clear, then call 111 and advise the staff that the patient is in the Mary Potter Hospice Service. Keep the person warm.

3. Patient Accident

Whether or not this results in injury, this must be reported to staff when you get back to the hospice. We will need to complete an incident form. "Near misses" also need to be reported so that we can learn from them.

4. Driver Incidents/Accidents

If you have an incident/accident you will need to complete an incident form. It does not matter whether you are injured or not.

These forms are required so that:

- We have documented information should there be any consequences
- We can learn from the event and take steps to improve safety if necessary

These forms are NOT intended as a way of allocating blame, but as a way of seeing if it is possible to "put it right". In the unlikely event of you being unable to continue driving for any reason ring us.

Assisting Patients with Mobility

1. Wheelchairs

Before a patient gets in/out of their wheelchair ensure:

- Brakes are on
- Foot plates are up (sometimes it is also helpful to swing the foot to the side)
- If transferring to another chair, you may need to remove armrest on appropriate side

2. Getting up from Chairs (including wheelchairs)

- Ask patient to move to the front to the chair
- Bring feet back (approximately to front of chair)
- Lean forward a little, push up on arms of chair, straighten hips and knees
- Ask patient to stand for a few seconds to become used to upright posture before beginning to walk
- If patient has a weak side stand on this side as patient may need assistance.
- If person requires greater assistance, please leave this to staff and assist as required

NB: Do NOT encourage patients to pull up on table/walking frame etc.

3. Getting into Chairs

- Ask patient to slowly turn until back is towards chair (may support him/herself on arms of chair whilst turning)
- Patient to gently move back until they can feel chair against back of legs
- Hands on arm rests
- Slowly and gently sit down
- May need to guide patient's bottom down
- Hold on to chair to stop it moving backwards

4. Walking with Patients

Individual instruction will be given where patient has specific requirements. In general terms walk on the weak side.

If a patient is unsteady:

- It may be sufficient to allow patient to take your arm
- Bend your elbow and keep it close to your body
- If patient needs more assistance you may need to support him/her on weaker side
- Maintain close contact with the patient so always stand close

Steps

- UP: strong leg first, then weak leg and stick
 - DOWN: stick, weak leg, and then strong leg
- “The good one goes to heaven (up); the bad one goes to hell (down)”

5. In and out of Cars

Whilst there are variations for special needs the safest way for most people with restricted mobility and unsteadiness is:

- Always use front seat of car
- Ensure seat is well back
- Turn patient so that their back faces side of car seat
- Gently sit sideways on seat (watching for head)
- If legs/hips are stiff slide bottom further over on seat
- Gently swing legs round so that person faces windscreen (assist with this if necessary)
- The use of a plastic bag on the seat will assist the patient with turning their bottom on the seat

Claiming Mileage

Should you be required to transport a patient before using own car ask the Day Hospice Coordinator if there is a Hospice car available for you to use.