

# Thames hospice

## Volunteer Role Description

**Role:** Driver

**Location:** Bray Lake, Windsor Road, Maidenhead

**Days:** Shifts between Monday-Friday 9am-5pm

**Volunteer Manager:** Head of Therapies

## Role Description:

To provide a vital volunteer driver service for Thames Hospice transporting people to and from the Day Therapy sessions and other therapy services held at the hospice.

- Transport passengers in own vehicle ensuring that passengers safety and comfort is maintained at all times. Adhere to the driver booklet and follow any specific instructions given during mandatory training
- Ensure any information provided by a member of staff in relation to a specific passenger remains confidential and is shredded following each drive
- Report any difficulty experienced regarding a person's ability to get in and out of the car or any other concerns or circumstances that might jeopardise or compromise a person's safety to a member of staff
- Contact administrator to provide weekly availability and inform when not available

## Skills:

- Empathy, respect and non-judgemental attitude
- An ability to remain calm in situations and initiate appropriate conversations with people attending the Community Therapy Unit
- Flexibility in approach
- Full and Clear Driving License
- Demonstrable skills in written and spoken English that are adequate to enable effective communication about relevant topics with patients and colleagues.

## DBS Clearance:

- You will be required to undergo a satisfactory Disclosure and Barring Enhanced Disclosure check before commencing volunteering role

## Accountability and Boundaries:

- Awareness of appropriate behaviour, confidentiality and adhering to boundaries when talking to service users and staff in line with Thames Hospice policies and procedures
- Thames Hospice Identity badges must be worn at all times
- Report to a staff member any circumstances that might jeopardise or compromise safety and standards of practice

Thames Hospice, Windsor Road, Bray, SL6 2DN

Call 01753 842121

[www.thameshospice.org.uk](http://www.thameshospice.org.uk)   

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## Volunteer Training:

- Attend mandatory and driver training and complete E-Learning modules as required
- Attend Communication Skills Level One

## Thames Hospice commitment:

- Meet with the Head of Therapies following a 4 week period to review volunteer role
- The DTU team will support you to make your volunteering role a worthwhile experience
- Provide regular Volunteer meetings
- Provide relevant mandatory training

**Please note:** Volunteers are reimbursed all travel costs following our Volunteer Expenses policy and procedure. Volunteer Drivers must also declare that they are using their vehicle for the purpose of volunteering with their insurance company, though this should not cost any extra.

## Thames Hospice Values

*Compassion, Ambition, Respect, Excellence*

Thames Hospice is committed to being an equal opportunities organisation; to promoting equal opportunities and preventing discrimination. Thames Hospice is also committed to safeguarding and promoting the welfare of all service users, volunteers and staff and expects all volunteers and staff to share this commitment.

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