Job Description- Patient Transport Service (PTS) Driver

Location: Various Locations Nationwide

Reports To: Patient Transfer Service (PTS) Manager

Hours: Zero Hours Contract

Hourly Rate: £8.70

Position Overview

Under the direction of the PTS Manager or allocated contract Control Room, the post holder will be responsible for driving and assisting on a non-emergency patient transport ambulance, transporting sick or convalescent persons.

The job purpose is to provide and maintain a caring environment for non-emergency patients and provide a transport service as appropriate for the needs of the patient.

The role operates from various nationwide depots and a willingness to stay away from home is desirable. This usually means one week away, one week local, but other working models may be required on occasion.

Main duties and Responsibilities

1. To provide a professional and caring service for all patients whilst in the care of BN Gibson Ambulance Services
2. To ensure that at all times patient safety remains paramount and that safe systems of work are adhered to regarding stretchers, carry chairs, wheelchairs, clamps, seat belts etc.
3. At all times follow Standard Operational Procedures (SOP) and abide by company training for the collection, transport and handover of patients
4. To complete all paperwork in respect of patient transfer accurately and legibly and return it to base at the end of a shift
5. To ensure that appropriate reaching, lifting and handling techniques are applied as per training when moving patients under non-emergency conditions, using appropriate equipment where necessary.
6. Carry out informal and formal risk assessments to assess hazards, then implement safe systems of work and reduce risks to yourself, patients and other persons involved
7. Report defects and deficiencies of the vehicle and equipment. Check all vehicle inventory items are in date and replace all items of vehicle inventory used at the end of a shift
8. Remove and replace soiled linen and equipment, following SOP, in order to maintain sanitary conditions
9. Providing social care in non-emergency situations
10. Ensure that health and safety guidelines are followed according to current policies and procedures
11. In the event of an incident you may be required to administer first aid commensurate to your training
12. Report facts concerning accidents or incidents to control and PTS Manager in accordance with company policy
13. To ensure that the uniform is worn in accordance with the organisation’s work wear policy and hygiene and infection control policy.
14. To maintain the vehicle and equipment in accordance with the organisations infection control policy
15. Preparing the vehicle, undertaking all checks as per SOP prior to commencing a shift. Ensuring the vehicle is kept tidy at all times and all personal belongings are removed at the end of each shift.
16. Report all incidents requiring a deep clean of the ambulance to the PTS Manager and leave detailed and clear instruction in the vehicle for the cleaning bay at the end of a shift.
17. Adhere to the Highway Code and speed limit at all times and that driving is safe and the patient is comfortable
18. To abide by the company policies in respect of social responsibility and to promote professionalism and courtesy to other providers at all times
19. To provide a courteous and flexible service to all contracts. Contacting the PTS Manager or Out of Hours contact should any requests be made that would contravene any company policy or procedures or SOP as instructed by BN Gibson Ambulance Services
20. To ensure the ambulance mobile phone equipment is in good working order and contains all up to date contact numbers for control rooms and personnel
21. Report any incidents or road traffic delays to other crews known to be working in the same area

General

1. To ensure that statutory regulations and organisational policies and procedures are implemented and adhered to at all times
2. To take part in staff development programmes and annual development reviews and/or undertake further training if and when required
3. To act at all times in a manner consistent with legislation, policy and procedures in respect of Equality and Diversity
4. To work to the values of the organisation and display high standards of integrity and professionalism towards clients and colleagues
5. To continuously develop and update own knowledge and skills within the job role and contribute to setting own work objectives.
6. To undertake any other duties relevant to the post as may be assigned from time to time which are consistent with the post.

The post holder must work within the confines of the companies Standard Operating Procedures (SOPs). In addition the post holder must ensure that the above responsibilities are met and such other duties and tasks as are allocated at the discretion of the Company are within the post holder’s capabilities and within the scope of the post. The organisation reserves the right to review the post holder’s performance on a regular basis and it expected that unless prevented by ill health the post holder will devote the whole of their working time attention and abilities to the business of the organisation.
Working Environment

- Recognised protective clothing including aprons and gloves to be worn as required.
- Contact with distressed patients, carers and relatives requiring a level of emotional support.
- Occasional exposure to distressing scenes and verbal abuse from patients or relatives.

Smoking

BN Gibson Ambulance Services operate a No Smoking Policy

Safeguarding Responsibilities

Everyone within the Company has a responsibility for, and is committed to, safeguarding and promoting the welfare of children, young people and vulnerable adults and for ensuring they are protected from harm.

Equality and Diversity

BN Gibson Ambulance Services are committed to providing equal opportunities in employment and to avoiding unlawful discrimination in employment. In endeavouring to become an equal opportunity employer we intend that no job applicant or employee shall receive less favourable treatment because of their gender, marital or civil partnership status, sexual orientation, colour, race, ethnic origin, religion, disability or age; not be disadvantaged by any other conditions or requirements which are irrelevant.

There will be equal opportunities in the recruitment, training and development and promotion of employees. The company also strives to ensure that the work environment is free of harassment and bullying and that everyone is treated with dignity and respect as it is an important aspect of ensuring equal opportunities in employment. The company operate a zero tolerance approach. Failure to abide by the companies policies and procedures will result in disciplinary action.

Data Protection Act

All staff must comply with the Data Protection Act and must not disclose personal information regarding patients or other employees to unauthorised personnel. Staff must ensure that patient documents are secure (this includes handwritten or printed job sheets) and are not accessible to other parties. Patient Log Sheets are to be completed in accordance with B N Gibson Ambulance Services policy and must not be left displayed on vehicles or restrooms. Failure to comply with the Data Protection Act may result in disciplinary action.