

## Job description

<b>Job title:</b>	Driver/Receptionist
<b>Reports to:</b>	Operations Manager
<b>Place of work:</b>	Riverside Clinic, along with various locations across Suffolk

### Job Purpose

To chauffeur visiting clinicians to and from home visits / bases within the Suffolk Out of Hours operations area and to assist our bases as a receptionist.

### Main Duties & Responsibilities

- To arrive in time to ensure that the allocated shift car is checked, prepared and serviceable, no later than the start of the shift time.
- To ensure that any pre-shift car inspections, both external and internal, are carried out to check for any damage and lack of cleanliness. If anything is observed, then observations to be recorded appropriately.
- To ensure adequate fuel for the shift using designated petrol station.
- To ensure that all necessary medical equipment and supplies are checked at the beginning of each shift.
- To ensure that all home visits, subject to the visiting clinician's priority of calls are carried out immediately and efficiently using the quickest and safest routes available, whilst adhering to all speed limits and other restrictions. It is essential that good map reading skills be maintained.
- To ensure demonstration of good communications skills as each driver needs to liaise with clinicians, drivers, co-ordinators, patients, and management team.
- To perform courtesy calls to patients to confirm arrival and patient data.
- To enter information onto the car computer, at the visiting clinician's request. If the computer system fails and the car needs to take details over the mobile telephone, the driver must take notes in a legible script.
- To ensure that security is at the forefront of each shift. The drivers are responsible for the safety of the clinicians whilst in the cars and if a clinician needs an escort to the front door of an address, drivers are required to provide this service. The car and its security are paramount and common sense must prevail.

- To be pro-active where possible in identifying any potential dangers/problems when clinicians are visiting in patients' house, and to report these back to base.
  - To ensure deliveries are made upon request from Operations Manager/Service Manager.
  - To liaise with the Co-ordinator and keep them informed at all times of any problems that arise while on shift and to communicate hourly.
  - To attend meetings and training sessions when requested.
  - To report Breakdown/Accidents immediately to the On Call Manager/Supervisor and the relevant recovery service informed.
  - To deal correctly with calls regarding transmission and the call types changed accordingly.
  - To carry out receptionist and administration duties at our bases when required
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**Amending the job description:** It is expected that as the organisation develops and changes it may be necessary to vary the tasks and/or the responsibilities of the post holder. This will be done in consultation with the post holder and it is hoped that agreement can be reached to any reasonable changes.

**Confidentiality:** The post holder must at all times maintain complete confidentiality of the material and information that they handle. Any matters of a confidential nature, or in particular, information relating to diagnoses and treatment of patients and individual staff records must not, under any circumstances, be divulged or passed on to any unauthorised person or persons. The post holder must respect patient named confidentiality in keeping with "Caldicott principles".

**Data Protection:** The post holder must at all times respect the confidentiality of information in line with the requirements of the General Data Protection Regulation. This includes, if required to do so, obtaining, processing and/or using information held on a computer in a fair and lawful way, holding data only for the specified registered purposes and using or disclosing data only to authorised persons or organisations as instructed.

**Policies & Procedures:** The post holder will be expected to comply with all statutory legislation, the organisations governance framework and approved national and local policy. All employees are expected to comply with all of the organisations Policies and Procedures.

**General:** The post holder will be expected to be responsible for his/her continuing professional development and to take a proactive approach to maintaining personal and professional effectiveness in an evolving role.

The duties and responsibilities described in this Job Description are intended to be indicative but not exhaustive of the responsibilities of the post holder. As the organisation develops, the requirements of the job may change and the post holder is expected to adapt to these changes.

**Health & Safety:** Employees must share responsibility for abiding by health and safety policies and regulations, infection prevention and control policies and act in accordance with the Risk Management

Policy. This includes compliance with The Health Act 2006 Code of Practice for the prevention and control of healthcare associated infection. In addition, be aware of the responsibilities placed on them by the Health & Safety at Work Act (1974) to ensure that the agreed safety procedure is carried out to maintain a safe environment for themselves, other employees and visitors.

**Equal Opportunities Policy and Anti-Harassment:** The post holder will immediately report to their line manager any breach or suspected breach of both equal opportunity and anti-harassment guidelines

**Safeguarding:** Everyone employed by the Organisation regardless of the work they do has a duty to safeguard and promote the welfare of vulnerable adults and children. When patients and/or their carers use our services, it is essential that all protection concerns are both recognised and acted on appropriately. You have a responsibility to ensure you are familiar with and follow relevant policies in relation to safeguarding vulnerable adults and children. To ensure you are equipped to carry out your duties effectively, you must also attend mandatory safeguarding training and updates at the competency level appropriate to the work you do

## Organisation Structure Chart

