

Location: Suffolk and North East Essex



**UNLOCK YOUR
BEST WORK LIFE**

**+ MAKE A DIFFERENCE
EVERY TIME**



Reporting to Visiting Services Operations Supervisor

Hours of work: To be worked flexibly as agreed

Education/Qualifications

- Good basic education

Experience:

- Driving experience in an employment capacity

Skills/Knowledge

- Able to work effectively under pressure
- Accuracy and attention to detail
- Demonstrate an effective telephone manner
- Demonstration of good communications skills as each driver needs to liaise with doctors, drivers, co-ordinators, patients and management team
- Basic IT skills
- Excellent road map reading skills
- Compliance with current driving regulation and codes, principally the Road Traffic Act and the Highway Code

Training:

- The postholder will be expected to attend meetings and training sessions when requested

Other Requirements:

- Full Driving Licence with no more than 3 points

Bank Driver

To chauffeur visiting clinicians to and from home visits/PCC sites within the Practice Plus Group operating area and also to assist in our PCCs as a receptionist. This is an essential service not an emergency service and therefore drivers do not have special priorities over other road users.

Drivers must carry out all driving duties in a safe and legal manner ensuring that the vehicle is driven and passengers are carried in full compliance with current driving regulation and codes principally the Road Traffic Act and the Highway Code. A clean driving licence is preferred.

What you'll be doing:

- To assist with setting up the base ready for the receptionist and evening PCC clinicians to arrive
- 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. This will include replacing ribbons and paper rolls used by the in-car printer.
- 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 in the car log book. Ensuring adequate fuel for the shift using designated petrol station.
- Changing flat/damaged tyre and essential car bulbs when necessary. These actions should always be logged in the relevant log books.
- To ensure that all necessary medical equipment and supplies are checked at the beginning of each shift. This includes checking the volume of prescriptions, doctor equipment, paperwork and envelopes for the relevant doctor's/nurse's bag. Also allocating an unused drug cassette and recording the drug cassette number in the correct log.
- To ensure that all home visits, subject to the visiting doctors' 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 perform courtesy calls to patients to confirm arrival and patient data
- To deal correctly with Adastra calls with regard to transmission and the call types changed accordingly



Bank Driver

- To enter information onto the car computer, at the visiting doctor'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 doctors whilst in the cars and if a doctor 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 doctors are visiting in patients' house, and to report these back to base.
- Deliveries made upon request from Manager/Supervisor, and to drive other personnel (e.g. social workers) within the organisation that come on line with business development programme
- To liaise with the Practice Plus Group Co-ordinator and keep him/her informed at all times of any problems that arise while on shift and to communicate hourly.
- To report Breakdown/Accidents immediately to the On Call Manager/Supervisor and the relevant recovery service informed.
- In the event of a cancellation of a shift by a doctor, drivers will be expected to participate in duties as designated by the On Call Supervisor/Manager, and will include receptionist and administration duties at our Primary Care Centres
- To ensure that all relevant existing guidelines and any subsequent verbal or written memoranda are adhered to

NOTE: This job description is not intended to be an exhaustive list of all duties, and responsibilities associated with the job. Other duties may be assigned.