

Garden House Hospice Care

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| Job title: | Community Transport Administrator |
| Hours: | 15 |
| Department: | Administration |
| Reporting to: | Executive Assistant to CEO (Admin & Clerical Lead) |
| Direct Reports to: | Community Engagement Lead |

Job Summary

To provide comprehensive administrative duties and support to the Community Transport Service using initiative when dealing with a wide range of people and situations.

To provide reception duties for the Ernest Garder Centre.

Key Responsibilities

- Be the point of contact for the people we are picking up and dropping off - contacting them to confirm pick up times and being the contact person if they are unable to attend a session.
- Be the point of contact for the volunteer drivers and chaperones - arrange for pick up/drop off times of the minibus and the keys.
- Be the point of contact for volunteer drivers if any issues arise (e.g. people aren't at a pick up location, mechanical issues with the minibus)
- Oversee the volunteer driver rota and liaise with the volunteer group regarding any shift changes.
- Ensure the minibus is kept up to date on insurance, tax, MOT and servicing.
- Liaise with the finance team regarding any payments / invoices / charges for using the minibus service.
- Support the volunteer onboarding process for new volunteer drivers - complete references, DBS checks and induction training.
- Liaise with session staff (i.e. Wellbeing Hub Coordinator, Schools & Colleges Coordinator, Community Engagement Team, Rehab & Wellbeing Team) so they know who is arriving by minibus and when.

- To man Ernest Gardner Treatment Centre providing support and ensure a thorough handover to Reception Volunteers covering shifts is given.
- To ensure reception shifts are covered during periods of annual leave.
- To ensure that all information available for the Reception Volunteers is up to date e.g. telephone staffing lists.
- To ensure all visitors and staff sign in for fire precaution purposes.
- To be responsible for the security of the opening and closing of the building.
- To assist with the induction and training and supervision of new volunteers on Ernest Gardiner Treatment Centre reception.

Additional Responsibilities

- There is a requirement to comply with all the hospice policies, procedures and guidelines, including those relating to Health & Safety, confidentiality and the Data Protection Act, as required by Information Governance.
- The Hospice has the advantage of being supported by volunteers. If a volunteer is assigned to assist you at any time, you will still retain responsibility for the requirements of this job in terms of accuracy, efficiency and standards of completion. You will also ensure good communication and be mindful of your responsibility towards that volunteer in terms of Health and Safety.
- Each member of the hospice team has a responsibility to contribute to the clinical governance programme.
- Each team member will take appropriate action to maintain the highest level of infection prevention and control.
- Arrange annual leave in liaison with other clinical administration colleagues and agreed by the Clinical Administration manager.

Purpose and core values

All Hospice staff are expected to work in line with Garden House Hospice Care Purpose and Core Values as these acts as a value base which directly influences how all work activities are undertaken. The ethos of the Hospice should be apparent in the behaviours and attitudes of all employees as the work they undertake, whether it is direct or indirect care, is ultimately for the benefit of patients. The Purpose and Core Values are an integral part of all job descriptions, recruitment, the probationary period and performance and development reviews.

Data Security & Protection

All Hospice staff are required to comply with legislation pertaining to Data Security and Protection which incorporates Information Governance and General Data Protection Regulations. Staff are expected to familiarise themselves with the content of the Data Security and Protection policy and comply with these requirements. Any breach of this policy must be raised to the Data Protection and Security responsible officer following the correct reporting procedure outlined in the policy.

Health and Safety at Work:

- Take all measures to maintain the safety and wellbeing of patients, relatives and staff in accordance with the Health and Safety Act and Hospice Health and Safety Policy.
- Become familiar with procedures for dealing with incidents such as accidents or fire and report and escalate any accidents, incidents to Day services manager.
- Attend fire lectures annually and take part in maintaining fire safety within the building.
- Attend back awareness training and other mandatory training annually and undertake e-learning as required.
- Always comply with the lone worker policy, to ensure correct procedures are followed as required.

Additional information

This job description sets out the key tasks and responsibilities. It is not intended to be comprehensive. It is essential that it should be regarded with a degree of flexibility so that the changing needs of the organisation can be met.

This job description will be reviewed with the post holder annually as part of the appraisal process. Any proposed amendments will be with the agreement of the appropriate member of the Hospice Management Team.

"team" refers to all members of staff including volunteers.

PERSON SPECIFICATION

| Category | Essential Job Requirements | Desirable Job Requirements |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| Job Related Knowledge and Skills | <p>Able to demonstrate:</p> <ul style="list-style-type: none"> ▪ computer literacy ▪ good organisational skills ▪ able to work without direct supervision. ▪ excellent verbal and written communication skills ▪ database management ▪ telephone/communication skills ▪ prioritise workload accordingly to ensure an effective and efficient service delivery. ▪ Microsoft Office suite | <p>Able to demonstrate:</p> <ul style="list-style-type: none"> ▪ Driving Licence |
| Experience | <ul style="list-style-type: none"> ▪ Previous secretarial experience at a senior level | <ul style="list-style-type: none"> ▪ Working with or as a volunteer |
| Education/Qualifications | <ul style="list-style-type: none"> ▪ Good general standard of education | |
| Personal Qualities | <ul style="list-style-type: none"> ▪ Ability to work as part of a team. ▪ Able to demonstrate attention to detail. ▪ Good interpersonal skills ▪ Sense of humour | <ul style="list-style-type: none"> ▪ Understanding of the value of teamwork |
| Other Requirements | <ul style="list-style-type: none"> ▪ Able to work flexibly, to meet needs of the post | |