

JOB DESCRIPTION & PERSON SPECIFICATION

 Clinical Staff		 Non-Clinical Staff		 Volunteers		 Flexi-Bank Staff	
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ROLE:	Flexi Bank Transport Driver
REPORTS TO:	Integrated Care Project Co-ordinator
PAY BAND:	
LOCATION:	Hospice Isle Man & Hospice at Southlands, Port Erin

PURPOSE OF ROLE:

Providing a vital role in delivering the best possible customer service and care.

KEY DUTIES:

- To assist in the organisation of transport for Hospice employees which will include pick-ups and drop offs at Hospice Isle of Man and Hospice at Southlands, Port Erin
- To provide patient transport to and from the Hospice and other appointments using the Minibus, involving the proper handling of wheelchairs
- The collection and disposal of clinical waste. It will be necessary to liaise with Nobles Hospital with regard to the appropriate disposal of SHARPS and infected materials
- Collection and delivery of goods and services to all hospice locations
- Deliver a high standard of customer service whilst collecting donated goods
- Comply with all aspects of Health & Safety with particular reference to manual handling
- Undertake routine daily checks to maintain the safe use and cleanliness of all hospice vehicles
- Promote Hospice, its values, aims and objectives by engaging with both volunteers and the local community

Most challenging part of the job:

The ability to multi-task, organise workload in a busy demanding environment

Person Specification: What we need you to bring

Qualifications:	Is it essential or desirable	How we will assess	
Good general education to GCSE or equivalent level	D	A & D	
Experience:			
of working in a customer service industry environment preferably in the retail or charitable sectors	D	A & I	
Driving vans and delivering goods	D	A & I	
Skills/Competencies:			
Excellent communication and interpersonal skills	E	I	
Ability to organise and prioritise workload	E	A & I	
Able to work under pressure and meet deadlines	E	I	
Precise, organised and methodical	E	I	
Knowledge of local area	E	A & I	
MIDAS Certificate	D	A & D	
Personal Qualities/Behaviours:			
Flexible and Positive attitude, hands on approach	E	I	
Focused, ensuring we keep the donor at the centre of everything we do at the hospice	E	I	
Knowledge of working in a charitable sector	D	A & I	
Self-motivated and ability to use own initiative	E	I	
Other:			
Resilience	E	I	
Full Clean Driving Licence	E	A & D	
A Disclosure and Barring Service Certificate (DBS)	E	A & D	
How we will assess you			
A Application & CV	I During your interview	D When you produce your documents	T Test to assess your practical competence

Hospice will apply for your DBS certificate on your behalf