



ROLE DESCRIPTION

Hospital Transport Volunteer

Responsible to:	Lead Coordinator
Time Commitment:	Minimum of 3 hours per week.
Location:	Live within 30 minute drive from either City Hospital, Heartlands or the QE

About the Service

Age UK Birmingham's Hospital Transport service provides older people with access to free, safe, and supported transportation when returning home from hospital or attending outpatient appointments. We are looking for reliable and confident volunteers to support this service and help older people in Birmingham to make the most of later life.

About the Role

Hospital transport volunteers will be responsible for transporting older people to/ from medical appointments and helping them to settle in their homes after a stay in hospital. Specific tasks may include:

- To undertake Age UK Birmingham and Age UK Sandwell induction programme and additional relevant training where required
- To transport clients to/ from medical appointments using own vehicle in line with COVID 19 health and safety procedures.
- To complete a welfare checklist of a client's property.
- To help client settle into their home after returning from hospital.
- To support the client with basic shopping needs on return to their home after discharge from hospital.
- To keep accurate and confidential records.
- To report any concerns to the manager of the service.
- To attend team meetings/ supervision when required.

Personal qualities and skills most suited to this role

- Good listening and communication skills essential
- Patience and tact
- A caring, sympathetic, sensitive manner and a non-judgemental approach.
- Commitment to understanding the needs of people older people
- Reliable/dependable/flexible
- Understanding of confidentiality (working with Age UK Birmingham and Age UK Sandwell's policies and procedures).

Other Criteria

- Hold a valid, clean UK driving license and have access to own vehicle with valid insurance and MOT
- Willing to complete an enhanced DBS check
- Not in high risk groups for COVID 19

Time commitment

The service will predominantly be delivered during office hours, Mon-Friday 9am – 5pm. To allow for travel time a minimum of 3 hours commitment per week – volunteers will be allocated to patients being discharged from hospital on an 'On Call' basis

Travel expenses will be paid

Contact

0121 437 0033 (07577993386)

volunteering@ageukbirmingham.org.uk

Or download an application form

<https://www.ageuk.org.uk/birmingham/get-involved/volunteer>