**AGE UK YORK**

**JOB DESCRIPTION**

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|  **Location**  | York and Surrounding area up to Scarborough Hospital. |  **Reports to**  |   Transport Manager |
|  **Hours**  | 22.5 hours |  **Working pattern**  | Wednesday to Friday 10am-6pm  |
|  **Contract term**  | Permanent |  **Type of role**  |   Driver (Non-emergency Patient Transfer) |
|  **Direct reports**  |  n/a  |  **Role last updates**  |  May 2025 |

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| **Salary** | £22,282.09 full time equivalent pro rata for part time.  | **Holidays** | 5.3 weeks plus bank holidays |

**Context**

Age UK York is a local charity which exists to support older people of York, their families and carers. Together, our team provide a wide range of service which make a valuable difference to the needs and lives of older people across the city.

Age UK York is committed to diversity, equality and inclusion. Through our recruitment we want to build a diverse workforce, one that represents the communities we exist to help and brings variety of perspectives so together we are best able to support older people in York.

Through a wonderful team of staff, volunteers and supporters Age UK York has been supporting older people in York for 50 years and counting and exists to continue to be there when needed.

**Purpose of the role:**

Age UK York holds contracts with the Yorkshire Ambulance Service to transport patients between home and hospital. This role involves driving an Age UK York wheelchair accessible vehicle and transporting people with mobility support needs. The role is based out of York hospital and involves regular travel to Scarborough hospital as well as across the wider region.

The successful candidate will be required to undergo an enhanced DBS check.

**Day to Day Responsibilities:**

* Carry out and record a vehicle safety check; report any maintenance issues to the Transport Manager.
* Liaise with the Yorkshire Ambulance Service (YAS) regarding patients to be transferred – a PDA (phone type device) is provided for this purpose
* Assist clients to board and disembark from the vehicle safely – most clients will be in wheelchairs or may have other mobility issues
* Transport clients safely from home to hospital and vice versa. The role does require you to escort the patient to their destination and not just drop them at the hospital door.
* Use the PDA to record the time of all pickups, drop-offs and other key data
* Fill the vehicle up with fuel when required, collecting fuel receipts and passing these to the Transport Manager
* Record mileage of each journey and fuel consumption; typical daily mileage is around 150.
* Ensure the interior of the vehicle is always in a clean and tidy condition.
* Work closely with the YAS logistics team and Age UK staff regarding any patient concerns including potential safeguarding issues.
* Attend training and occasional staff meetings as required by Age UK York
* Maintain client confidentiality at all times in line with GDPR and YAS policy and procedures
* Promote the wellbeing and dignity of clients at all times in line with Age UK York policy

**Person Specification**

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| **Category** | **Essential** | **Desirable** |
| 1. Education, qualifications and training
 | * Full, current UK driving licence (category D1) with no more than 6 penalty points.
 | * First Aider with training in the past three years.
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| 1. Knowledge and Skills
 | * Careful, cautious driving skills sensitive to the needs of passengers.
* Good knowledge of the geography and road systems of York and surrounding areas.
* Sensitive to the needs of older people including people living with dementia.
* Able to support people with mobility issues including moving people in wheelchairs.
* Able and confident in using phone apps.
* Understanding of safeguarding with regard to older people
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| 1. Experiences
 |  | * Previous experience of driving a taxi, minibus or public service vehicle on a regular basis.
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| 1. Attribute
 | * Friendly, approachable manner.
* Reliable
* A can-do attitude, willing to find solutions to problems.
* Attention to detail in recording details of individual journeys
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