

Job Description – Drivers Assistant

Reports to:	Donation Centre Manager
Location:	Unit 4A&B, Chapel Pond Hill, Bury St Edmunds, IP32 7HT
Job Purpose:	Assist drivers with the collection and delivery of goods to and from the Hospice, the Retail Shops, members of the public and other agencies as directed

Key Responsibilities or Duties:

1. Ensure that all requests for collection and delivery are approached with care, efficiency and co-operation.
2. Assist Van Drivers with the collection and delivery of goods, including items of furniture, to and from members of the public's homes following the Hospice procedures.
3. Assist with the loading and unloading of the Hospice vans.
4. Move goods between various retail shops as requested.
5. Collect and dispose of rubbish from the Retail Shops in accordance with Health and Safety legislation.
6. Responsible for ensuring the van is refuelled, clean and tidy for use.
7. Report any incidents, accidents, or near incidents to the Donations Centre Manager as soon as possible, following the correct guidelines.
8. Attend meetings on a regular basis with Line Manager.

Personal Development

- All staff and volunteers in the Hospice are encouraged to contribute to identifying and meeting their own job-related development needs. This will be achieved through a variety of processes including regular 1-2-1's with Line Managers or senior colleagues, annual appraisal and development reviews.
- All employees are subject to an annual appraisal and to maximise the benefit from this process the employee must engage fully in the review and agree with their Line Manager organisational, team and personal objectives.
- Each employee must co-operate and attend all appropriate mandatory and statutory training as required by the organisation and /or their professional bodies.

Health and Safety

- All staff have responsibilities to ensure that our working environment continues to be a safe, secure, healthy and fulfilling place to work.
- Employees of St Nicholas Hospice Care are required to work in line with the Health and Safety Policy to ensure not only their own health and safety, but that of others too.

Governance

Ensure Hospice policies and guidelines/safe operating procedures are developed and implemented in association with Hospice Committees.

Develop monitoring systems to ensure compliance with policies and procedures in association with the Hospice Committees.

General

- At the heart of our strategic vision, our “One Team” approach aims to support creative and flexible responses from every member of our workforce in order to benefit each and every person using our services, from clinical care, retail, fundraising, education and the support services. There is an expectation for everyone to support colleagues beyond their own team.
- Ensure that all within the team have a grasp of the Hospice’s structure, values and purpose and have opportunities for involvement in its further development.
- Ensure the maintenance of confidentiality in respect of staff, volunteer and client records and all privileged information relating to the services of the Charity, its patients, staff and volunteers and particularly of the area for which directly responsible.
- Promote and foster the Hospice’s reputation and standing within the community and with private, statutory and voluntary sector agencies and organisations.
- Undertake any other duties which may be reasonably required.
- The philosophy of the Hospice is based on a multi-skilled, cross-departmental approach. Staff regardless of grade or discipline, are required to participate in this concept. The role of volunteers is integral with the work of St Nicholas and paid staff are required to underpin this in their attitude and actions.
- All staff must be sympathetic to and able to project the philosophy and concept of hospice care.
- The Hospice has in place provision for staff support. Staff are expected to exercise responsibility in accessing and providing whatever forms of support might be appropriate for them to ensure that they are able to offer the professional care for which they are employed.
- This Job Description may change and the duties listed are not exhaustive, but such change will only be made following consultation between the (relevant) "Manager" and the post holder.

References:

Recruitment Policy
Education and Training Policy
Disciplinary Policy

Health and Safety Policy

Job Description dated: July 2018