
JOB DESCRIPTION

POST TITLE: Health Bus Driver and Support Worker

BASE: St Marks Hospital, Maidenhead, SL6 6DU

BAND: Band 6

LINE MANAGER: Health Bus Operational Lead

PROFESSIONAL ACCOUNTABILITY: Estates Lead

OUR VISION AND VALUES

Our Trust's vision is 'To be recognised as the leading community and mental health service provider by our staff, patients and partners.'

Our values are:

- **Caring** for and about you is our top priority
- **Committed** to providing good quality, safe services
- working **Together** with you to develop innovative solutions

JOB SUMMARY

The post holder will work closely with the Health Inequalities Nurses and all services scheduled to use the bus to support operational teams in accessing vulnerable and hard to reach communities and supporting the delivery of an efficient and high quality outreach service. The bus will be driven to, and remain in, a planned location/locations each day. In addition to driving, the post will include a role in meeting and greeting service users who use the clinical services provided by the bus and support the teams in ensuring the health and safety of those utilising these services. The post holder will require excellent communication and interpersonal skills.

This post requires excellent driving skills, knowledge of road traffic regulations and sound navigational skills in order to drive the bus safely, quickly and efficiently to planned sites. It requires the ability to use communications equipment effectively as part of an operational team, to ensure that resources and equipment on the bus are set out appropriately for the days planned activities and to carry out daily checks both before and after use of the bus each day. An HGV Licence (category C) will be held by the post holder.

RESPONSIBILITIES

- Follow the service's operational procedures for checking vehicles before the beginning of each day including fuel, tyres, water and oil levels and checking vehicle logbooks. Record checks appropriately on Check Logs.
- Replenish the on-board utilities water tank at the beginning of each day
- Agree with clinical staff the driving and other requirements for each day.
- Utilise the bus booking system to identify requirements and plan journeys prior to each day.
- Drive the Health Bus to planned sites adhering to current Road Traffic Regulations.
- Navigate routes effectively to ensure that destinations are reached quickly using in-bus navigational equipment and map reading skills.
- Change tachograph daily and complete daily journey log sheets and mileage details.
- Set up the electrical generator system on arrival at each site and shut down, disconnect and pack away at the end of each session. Ensure enough fuel in generator for next days work.
- Erect and dismantle the vehicle awning as needed by the clinical teams
- Assist clinical staff to locate appropriate equipment on arrival. Report any loss, damage or issues with equipment to the line manager
- Welcome visitors to the Health Bus service in a courteous and helpful manner, trying to allay fears and anxieties that the service users may have.
- Positively engage with service users who may be waiting for an appointment, or who are interested in accessing the bus's services (as not all will be appointment based)
- To have a degree of flexibility in supporting service users on behalf of the clinical teams with basic signposting sharing of information and support
- Assist clinical staff in the delivery of cardio-pulmonary resuscitation and basic life support where necessary until the arrival of the emergency services
- Remind service users of opportunity to provide feedback on leaving the bus; and provide support for those who may have physical/communication challenges in completing the feedback
- Assist service users with disability to safely access and exit the bus
- Report any breakdown, defects or potential faults to the operational lead and support arrangements in relation to repair, drop-off, and collection.
- Ensure that the vehicle is returned to base and locked at the end of each day.
- Ensure that all equipment is stowed at the end of each session in accordance with vehicle checklists.

- Advise line manager of any planned/ unplanned absences, sickness or otherwise as early as possible to enable continuity of the service and reduce inconvenience to service users.
- To work co-operatively with other drivers who may operate the bus in their absence
- Follow the service's procedures for handing over vehicles to oncoming drivers with sufficient fuel and in a clean and tidy condition internally, providing familiarisation with the vehicle and its resources/requirements as necessary
- Take every precaution to ensure that the vehicle and its contents are not at risk from damage or theft and are not left unattended in a public place
- Carry out health and safety checks internally and externally to the vehicle during each session, to ensure public safety at all times, monitoring people's movements, safety, and well-being in relation to the bus
- In extenuating circumstances, ensure prompt action to allow the team and the bus to leave the area as soon as safely possible
- To undertake any necessary driving training as identified by Berkshire Healthcare
- To report any adverse incidents using the trust Datix system
- To support trust staff in the investigation of any incident

GENERAL

1. This is a varied role where you'll be expected to undertake the range of responsibilities specified above, working together with your line manager and colleagues to ensure that the activities of this post make a real difference to our patients. Your line manager may ask you to undertake other reasonable duties to facilitate the smooth running of your service or team.
2. We are an equal opportunities employer and you'll be expected to role model equality of opportunity, live the values and always operate in accordance with our Equal Opportunities Policy.
3. Health and Safety at work is important to us and we would like you to role model the highest standards of behaviour and go above and beyond by adopting excellent practice where it links to the health and wellbeing of our colleagues. It is important that you cooperate with us to ensure that statutory and departmental safety regulations are adhered to.

BEHAVIOURS

In addition to the responsibilities and requirements outlined in this job description, you should refer to the associated and expected behaviours that are relevant to this role - your line manager will be able to provide you with this detail.

Our values define the behaviours we are all expected to display during the course of our work and they underpin our organisational recruitment, appraisal, reward and development processes.

LOCATION/MOBILITY

We may require you to work at or from a different work base or location from time to time, to meet service demands and deliver an operational service. Given the geographical nature of the Trust, you may be required to travel between Trust premises as part of your role.

We also may need to change your work base on a permanent basis and if this is the case, we will consult with you in line with our policies and procedures.

FLEXIBILITY

We may need to amend your job description and/or your duties from time to time in order that we can continue to provide the best possible service to our patients. It is important that you work with us to deliver our services, by complying with lawful and reasonable instructions, by adapting to new ways of working, and by attending training courses as requested from time to time.

CONTINUING PROFESSIONAL DEVELOPMENT

You'll be expected to attend and contribute to staff meetings and forums, supervision sessions, training courses, seminars and workshops, all of which will contribute to the development and enhancement of our current working practices.

You will also be expected to participate in all personal review meetings and to take responsibility for your own personal and professional development and the professional accountability for your role.

DATA PROTECTION ACT

We are all expected to be aware of the Data Protection Act and to follow the local Codes of Practice to ensure appropriate action is taken to safeguard confidential information.

HEALTH & SAFETY

We all have a responsibility for health and safety, risk assessment and workplace inspections, and you will be expected to take reasonable care for your own health and safety and that of others.

You will also be expected to co-operate with your colleagues to ensure that statutory regulations, policies, codes of practice and departmental safety procedures are adhered to, and to attend any training programmes that we consider to be relevant.

INFECTION CONTROL

We all have a responsibility to make sure that Infection Control remains a priority in terms of attention and resources. If you work in a role that provides direct patient care then you'll be expected to follow our policies and procedures which are designed to reduce the risk of passing on the organisms that can cause infections.

We all, collectively and individually, have a duty of care to follow best practice and adhere to any guidelines which underpin the management of Infection Control.

CONFIDENTIALITY

We all have a responsibility to make sure that we don't disclose any information of a confidential nature relating to the services we provide or in respect of any service user, client or third party. This applies both during and after your employment.

You must not remove or copy any documents or tangible items including software which belong to the Trust or which contain any confidential information unless you have specific permission to do so. When you leave our employment, or if you are asked, you must return all documents and tangible items which are in your possession or are under your control, but which belong to us or contain or refer to any confidential information.

You should be aware that a breach of confidentiality may result in your dismissal and that, regardless of any disciplinary action that we may take, a breach of confidence could result in civil action for damages.

DATA QUALITY

We are all responsible for making sure that our data and electronic records are updated, accurate, relevant, reliable, and completed in line with our record keeping standards and policies.

CLINICAL GOVERNANCE

We aim to provide the highest standards of care. To help us achieve this aim, you are expected to follow acceptable working practices as defined in our policies and guidelines. You also have a personal responsibility to your colleagues and patients to keep yourself up to date with any changes to policies and to report any practice that you consider to be unacceptable through the appropriate channels.

ASYLUM & IMMIGRATION ACT 1996 AND AMENDMENTS

We need to make sure that we comply with the Asylum and Immigration Act 1996. To do this, we check the documentation of all applicants to confirm that they have the right to work in the UK. We won't offer employment to any applicant who does not have valid leave to remain and work in the UK or whose leave is subject to conditions which prevent them from taking up employment with us.

If your leave to remain and/or right to work status changes during the course of your employment, we will determine what impact this may have on our ability to continue employing you.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

We all have a responsibility for safeguarding individuals who come into contact with our services, whether they are a child or young person, a person with Learning Disabilities or an older or vulnerable adult.

We adhere to the Berkshire Local Safeguarding Children Boards Child Protection Procedures, which places a duty of care and responsibility on us all to safeguard and promote the welfare of children.

SMOKE FREE

We operate a smoke free policy which means that smoking is not permitted on any of our sites. This also applies when you are travelling in vehicles (including owned and lease cars) whilst on official business, parked on our premises in privately owned vehicles, or transporting services users or visitors. We will not support taking additional breaks during the working day to smoke off site. Further information can be found in the Staff Smoke Free policy.

PERSON SPECIFICATION

CATEGORY	ASSESSMENT METHOD (v)		
	Application Form (E/D)	Interview (E/D)	Selection Tool (E/D)
Education/Qualifications/Training			
Valid HGV driving licence (category C)	E	E	
Previous Experience			
Previous similar driving experience	E		
Previous experience of working in a health care setting	D	D	
Experience in a customer-based environment	E	E	
A level of vehicle maintenance knowledge		D	
Experience of driving in different surroundings		D	
Previous experience of driving equivalent vehicle to 10.8 metre bus	D	D	
Knowledge, Skills & Abilities			
Excellent verbal communication and interpersonal skills		E	
Ability to map read/operate satellite navigation systems	E	E	
Ability to work co-operatively as an effective member of an operational team		E	
Excellent organisational skills with a high attention to detail and the ability to prioritise		E	
Additional Requirements			
Flexibility with working hours / days as occasional evenings and weekends are anticipated	E	E	