

Health Transport Support Worker

Job Level	1b	Job Reference No:	
		Role review date:	October 2022
Directorate	UK Operations	Function	HLCR
Service	Health	Reports to:	Service Coordinator

Scale and scope of role

Direct reports	0	Indirect reports	0
Budget responsibility/ accountability	N/A	Accountable for other resources	N/A

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its **fundamental principles**: humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want our team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

Undertaking the duties required to meet service user needs during transport from and to pre-determined points; including (but not limited to) home addresses, hospitals and other medical treatment locations, care, nursing and other supported residential facilities. The post holder will respond to referrals received from Health and Social Care professionals and Ambulance control operators and will assess service users' needs including mobility and any requirement for physical assistance to mobilise.

Key responsibilities

Service Delivery

- Provide assistance to a person requiring transport to or from a home address, hospital or other medical treatment location, a care, nursing or other supported residential facility.
- To ensure delivery of safe and appropriate support to service user through carrying out risk assessments at designated points throughout support provision.
- Use mobility and manual handling aids as well as some physical assistance to support service user mobility
- Recording and reporting of activities undertaken in support of a service user.
- Changes in service user health or wellbeing whilst in receipt of BRC support are identified and dealt with in line with training and procedures.
- To carry out follow-up welfare checks and visits as required and assist service users with their activities to re-enable their daily living skills for up to the maximum support period.
- Provide practical and emotional support during transport and signpost to other support services such as mobility aids loans, companionship, assistance with shopping, helping access to groups and activities

Service User Care

- Medical and other appropriate staff are fully briefed on service user status when transferred to their care.
- Ensure appropriate and timely referrals are made to other agencies (including non-clinical referral relating to safeguarding) utilising agreed procedures.
- High levels of service user satisfaction achieved
- Problems with meeting appointment times or other contractual obligations identified and alternative plans put in place as per agreed procedures.

Vehicle and Equipment Operation

- Confirm vehicle status and roadworthiness by completing start and end of shift checks
- Ensure vehicle is cleaned and compliant with infection prevention and control procedures
- Monitor in-vehicle consumables and restock as required
- Drive and park vehicles safely at all times in accordance with level of qualification, BRC procedures and training
- Report vehicle and equipment incidents / accidents / near misses fully in accordance with reporting procedures and timescales

Team Member

- Actively participates in all team meetings.
- Supports other team members
- Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
- Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society's values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role please delete as required, leave all 3 check headings on role profile

England and Wales – Disclosure and Barring Service (DBS)
<ul style="list-style-type: none"> • Enhanced – Child and Adult workforce
Scotland
<ul style="list-style-type: none"> • Protecting Vulnerable Groups (PVG) – Adult and Child
Northern Ireland
<ul style="list-style-type: none"> • AccessNI – Enhanced Vulnerable Adults and Children

Drivers Check - Required – Yes

Person Specification

Requirements	Evidence obtained through Shortlisting (S), Interview (I), Assessment (A)		
	S	I	A
Knowledge and Skills	S	I	
<p>Essential</p> <ul style="list-style-type: none"> - Good interpersonal skills and the ability to effectively communicate with patients and Health & Social care professionals both written & verbally - IT literate with Microsoft 365 - Ability to work as part of a team and on own initiative - Ability to assess service users' needs, completing and following a support plan for the individual - Time management and organisation <p>Desirable</p> <ul style="list-style-type: none"> - Knowledge of services provided by the NHS and Social Care - Knowledge of the local area - Knowledge of the British Red Cross and Red Cross movement - Working knowledge of health and safety practices - Understanding of the Risk Assessment process 	S	I	
Experience	S	I	A
<p>Essential</p> <ul style="list-style-type: none"> - Supporting service users who may have a sensory or physical impairment or who may have dementia or mental health issues or who may be frail - Participation in a multi-disciplinary team environment - Experience of delivering high quality services to the public <p>Desirable</p> <ul style="list-style-type: none"> - Experience of working with volunteers 	S	I	
Additional requirements			
Essential	S	I	A

<ul style="list-style-type: none"> - Ensures inclusive practice, challenges discrimination, and promotes diversity in line with our Equality, Diversity and Inclusion (EDI) policy. - Willingness to work flexibly around the needs of the service (which may include evening and weekends) - Full driving license. Due to the specific requirements of this role, there is a need to visit various locations, some of which may be remote with no access to public transport, therefore you must have access to a vehicle which you are willing and able to use in conjunction with your duties or be eligible for transportation via the Access to Work Scheme. 			
---	--	--	--

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.