



<b>Job Title</b>	<b>Primary Care Centre Assistant/Driver</b>
<b>Responsible to</b>	<b>Field Team Manager</b>
<b>Location</b>	<b>Shropshire</b>
<b>Division</b>	<b>Operations</b>

### **1.) Job Purpose**

To support the clinician in ensuring that the patient pathway is completed within laid down timescale in accordance with policy, procedure and working instruction.

The postholder will be responsible for supporting the continuing provision of first-class care for all our patients through ensuring reception, administrative and driving duties are undertaken efficiently and effectively.

### **2.) Job Summary**

- To act as receptionist at the base, managing patient appointments, supporting clinicians with administrative tasks, and supporting and managing patients through their experience with Shropdoc
- To liaise with despatch and your clinician to ensure that base appointments and home visits are completed in a timely fashion
- To drive the Shropdoc vehicle to home visits in a safe and competent manner
- To ensure that all kit is checked and available for both home and base appointments
- To ensure that vehicles are checked prior to any visits so that they are safe and roadworthy

### **3.) Duties and Responsibilities - BASE**

- 3.01** To ensure that the base is set up and ready for patients at the beginning of the shift. All computers to be logged in and all essential kits ready and available.
- 3.02** To ensure that base email account is checked and anything relevant is actioned, all phone lines are connected, and printers are operational.
- 3.03** All clinical kit is checked in conjunction with the Kit Checking and Sealing Process
- 3.04** To appropriately record all drug and sundry usage across the shift using the relevant stock control method and in conjunction with Medicines Management Policy
- 3.05** To support your clinician with administrative tasks, such as scanning paperwork, emailing information or making phone calls



- 3.06** To be responsible for greeting patients at bases and promptly recording their arrival on clinical software and ensure that should a patient not attend that it is promptly reported to despatch
- 3.07** To ensure that all infection control procedures are stringently followed in line with relevant policy and maintain a continuously clean and tidy environment
- 3.08** To carry out basic first response and fault-finding following failure of systems/technical equipment
- 3.09** To provide clear and specific details to despatch when reporting issues that require further investigation
- 3.10** To log any incidents that occur on shift via Radar (for example, health and safety incidents, safe-guarding concerns etc.)
- 3.11** To advise clinicians of any drug or sundry shortages
- 3.12** To witness the removal and re-stock of controlled drugs and sign your agreement
- 3.13** To check the presence and function of all diagnostic equipment, replacing batteries or reporting any faulty items
- 3.14** To keep despatch apprised of clinical workload and any delay in seeing patients
- 3.15** To always maintain security of the base, including ensuring that the drugs cupboard remains locked, and that no patient identifiable data is accessible
- 3.16** To follow the process for patients without appointments should people unexpectedly turn up at base looking for clinical support
- 3.17** To ensure prescriptions are in printers when the doctor is seeing patients but stored in drugs cupboard when on home visit or base is closed

#### **4.) Duties and Responsibilities – HOME VISIT**

- 4.01** To ensure that the clinician is always transported to home visits safely and with all clinical kit available
- 4.02** To maintain contact with despatch throughout home visits, informing them of any delays/detours and always ensuring they are contacted before returning to base
- 4.03** Comprehensively complete vehicle checks as per the Driver and Vehicle Policy and the Vehicle and Kit Log before driving anywhere on shift
- 4.04** Ensure full clinical kit is available on all home visits and that it is regularly checked and restocked in accordance with procedure
- 4.05** To always use the TomTom satnav in the vehicle, even on short, local journeys
- 4.06** Support clinician in locating the front door of properties and assist with carrying of kit



- 4.07** Report all arrival and departure times using the 'working times' function of the TomTom
- 4.08** Provide an escort into the patients' home at the request of the clinician if you feel safe and comfortable doing so. Never witness a consultation, remain in the hall/by front door and be available as required
- 4.09** Record all drugs/sundries dispensed out of the vehicles using relevant stock control recording method and restock as required
- 4.10** Record details of home visits on Vehicle and Kit log
- 4.11** Maintain security of vehicle at all times
- 4.12** To always abide by the rules of the Highway Code and the Driver and Vehicle Policy
- 4.13** To ensure Toughbook's are charged and switched on and that you are aware of how to resolve basic faults

#### **5.) Duties and Responsibilities – ALL TIMES**

- 5.01** Ensure that the lone worker devices are switched on and accessible both whilst on base and in the car.
- 5.02** Ensure that you know what to do in the event of systems going down and how to revert to fail over/contingency measures
- 5.03** Be responsive in the case of a clinical emergency and support your clinician appropriately
- 5.04** Ensure all E-learning training is up to date and complete and attend any statutory and mandatory training as requested
- 5.05** To maintain a constant interest in matters relating to Health and Safety and to escalate any concerns
- 5.06** To actively participate in the training and mentoring of any new members of staff
- 5.07** To attend base meetings or other scheduled operational training when requested
- 5.08** To undertake any other duties of a similar nature consistent with the responsibilities of the post
- 5.09** To have good understanding of Shropdoc policy and procedures, in particular those pertaining to your role
- 5.10** To maintain regular and consistent attendance at work, be punctual and ensure that you wear Shropdoc uniform while on shift
- 5.11** Ensure good communication skills are used with patients, members of the public and health care professionals and that complaints, compliments or concerns are responded to appropriately



## Person Specification

<b>Qualifications</b>	Educated to GCSE level or equivalent
<b>Experience</b>	<ul style="list-style-type: none"><li>- Minimum 3 years driving experience</li><li>- Aged over 25 (insurance)</li><li>- Full driving license</li><li>- General administrative experience or equivalent skills</li><li>- Use of different IT platforms to include email, health reporting software (or equivalent) and basic Office tasks</li><li>- Unsocial hours/shift experience (desirable)</li></ul>
<b>Knowledge, skills and abilities</b>	<ul style="list-style-type: none"><li>- Ability to work under pressure</li><li>- Good interpersonal and communication skills</li><li>- IT literacy</li><li>- Ability to be sensitive and discreet and maintain confidentiality</li><li>- Ability to work independently and as part of a team</li><li>- Committed to promoting high standards of patient care</li><li>- Flexible to meet the needs of the post</li></ul>
<b>Qualities</b>	<ul style="list-style-type: none"><li>- Calm and courteous</li><li>- Empathic</li><li>- Responsive to changing situations</li><li>- Conscientious, reliable and resourceful</li><li>- Self-motivating</li><li>- Diplomatic and tactful</li><li>- Organised, systematic and flexible</li></ul>