



Being there for *you*
and *your family*

ROLE DESCRIPTION

- ROLE TITLE:** Volunteer Drivers (including Minibus)
- REPORTS TO:** Transport Volunteer Co-Ordinator
- HOURS OF WORK:** Variable, Core times are Monday to Friday
- BASE:** LOROS Hospice, Groby Road, Leicester

SUMMARY OF VOLUNTEER ROLE

We need volunteers to drive any of the vehicles below:

- LOROS minibus
- Smaller LOROS vehicles
- Or your own car (receive a mileage rate)

To transport patients, visitors and staff to and from the LOROS hospice.

Drivers must hold a full UK Driving Licence, and must be under the age of 80. Drivers may be required to present vehicle documentation: MOT & insurance.

Personal Qualities to fulfil role

Friendly, Flexible and Reliable, courteous on the road.

Training required to fulfil role

Midas Training for minibus drivers (training will be provided by LOROS)
Medical checks will be required for all minibus drivers and drivers over the age of 70.

LOROS mandatory training must be undertaken by all drivers:

- Fire Safety Awareness (repeated annually)
- Health and Safety (repeated every 3 years)
- Equality and Diversity (repeated every 3 years)
- Safeguarding (repeated every 3 years)
- Information Governance (repeated annually)

GENERAL GUIDELINES FOR VOLUNTEERS:

1. All volunteers are subject to Equal Opportunities Legislation, the Data Protection Act and LOROS Confidentiality Policy.
2. All volunteers are subject to LOROS policies, procedures and conditions of service, with reference to the Health and Safety at Work Act 1974.
3. All volunteers should be aware of and aim to contribute to LOROS' Vision and Mission and also strive to exhibit the Values & Behaviours at all times (see attached document).
4. All volunteers will receive a handbook which outlines key information, it is the responsibility of the volunteer to read this book and sign to confirm.
5. In the event that a volunteer is unable to attend their allocated duty, they should contact the name staff member as soon as possible to notify absence.
6. All volunteers are entitled to receive appropriate training and support to fulfil their role, this will be discussed and appropriate plans put into place by the Hospice.
7. All volunteers should be aware of the Safeguarding Procedures and be able to escalate any concerns.
8. An opportunity to support LOROS Local by providing information and support to those accessing the vehicle with regards to raising awareness of all the hospice services.



*Being there for you
and your family*

VISION

(Our long term aspiration for our society)

Everyone with an incurable illness has the right to excellent care. This should value and respect their uniqueness and their own choices. People should be enabled to live and die with dignity and with appropriate and compassionate support for them and their loved ones.

MISSION

(Our goals and activities in working towards our Vision)

LOROS is a charity whose aim is to enhance the quality of life of adult patients with cancer, progressive neurological conditions and end-stage organ failure for whom curative treatment is no longer possible. Patients are treated at the hospice and in the community based upon clinical need, regardless of background and the ability to pay.

LOROS specialises in holistic, multidisciplinary care, focused on the whole person and including family and carers. The care given takes into account the patients' physical, psychological, social and spiritual needs as well as their own choices. Family members are supported in adjusting to loss and bereavement.

LOROS contributes to the education and training of its own and other health and social care professionals and of volunteers. The charity is also committed to research in order to improve the understanding and practice of palliative care.

VALUES & BEHAVIOURS

(How we will strive to be)

PROFESSIONAL

in our attitude and everything we do

FOCUSED

on patients, families and carers whilst listening, learning and adapting to their diverse needs

COLLABORATIVE

in working together and with others

COMPASSIONATE

in providing care and responding sensitively to requests for support

TRUSTED

within our organisation and by our community

LOROS, Groby Road, Leicester, LE3 9QE

www.loros.co.uk

Registered Charity no. 506120



KEY FACTS – SEPTEMBER 2018

| | | |
|---|--------|--|
| No. of individuals receiving patient care from LOROS p.a. | >2,500 | |
| Of whom admitted to Inpatient Ward | 665 | |
| No. of beds in Inpatient Ward | 31 | |
| Average length of stay (days) | 14 | |
| No. of participants in LOROS educational activities p.a. | 2,165 | |
| No. of employees | 343 | |
| No. of regular volunteers | 1,500 | |
| Expenditure on patient care p.a. | £8.2M | |
| Minimum amount of income to be raised p.a. | £6.0M | Excludes the activity of LOROS Education, which is a self-funding service. |
| Portion of expenditure covered by NHS | 31% | |
| Portion of charity costs directed to care services | 90% | |
| Cost per hour of running the charity | £932 | |
| Cost per bed/day including "overheads" | £560 | |
| Cost per attendance for Day Therapy | £305 | Day therapy now offers support to patients by a much wider range of professionals including physio, occupational and complementary therapists, doctors and chaplaincy. |
| No. of LOROS Shops | 29 | |
| No. of LOROS lottery members | 24,950 | |

LOROS is a registered charity and also a company limited by guarantee which is governed by a Board of up to 15 unpaid voluntary Trustees. It is regulated by the Charity Commission, Companies House and the Care Quality Commission.

All money raised is spent locally in Leicester, Leicestershire & Rutland.]