

Transport Coordinator



**Weston
Park**

Cancer Charity

Together at every step.

Working here

Transport Coordinator

Reporting to:	Director of Services & Grant-Giving
Responsible for:	Volunteer drivers
Job location:	Agile working which includes homebased and locations in Sheffield and Chesterfield/North Derbyshire
Hours:	37.5 hours a week
Salary:	£23,000 - £27,000 (depending on experience)
Contract length:	Permanent

What we do

For one in two of us, cancer will change everything.

When it does, so can we.

Weston Park Cancer Charity is here to face cancer with you. Our services, advice and support are for you and the people close to you, helping everyone to live with and beyond cancer. The funds we raise also support vital, pioneering research and clinical trials led by the exceptional medical experts at Weston Park Cancer Centre. It's our job to care in every sense for our patients and their families. Our help is free, and we're here for you, together every step.

Main purpose of post

- Coordinate the daily operational running of our transport service, ensuring it is safe, timely, effective and professional.
- Manage the operational activity of volunteer drivers, ensuring they are supported to carry out their roles according to the Weston Park Cancer Charity policies and guidelines.
- Plan and produce transport timetables for patients and volunteer drivers, liaising closely with Weston Park Hospital radiotherapy department.
- Coordinate vehicle maintenance and safety checks and keep auditable records.
- Assess and manage risk in relation to transport provision and act to apply control measures.
- Provide driving cover for annual, study and sick leave, when necessary.
- Undertake administrative processes to ensure service needs are met.
- Occasional out of hours working, responding to the needs of the service

Key responsibilities

People affected by cancer & their families

The postholder will:

- Act as the single point of contact for all requests to the charity for patient transport.
- Ensure all requests for transport are responded to in a timely and appropriate manner.
- Demonstrate compassion and sensitivity when communicating with patients and their families and carers.
- Develop effective working relationships with the Weston Park Cancer Charity Cancer Support team, ensuring cancer patients are aware of all aspects of support available from the Charity and referring to colleagues as appropriate.

Operational delivery

The postholder will:

- Plan and organise weekly patient transport rotas, liaising with patients, hospital departments and volunteer drivers.
- Work closely with Weston Park Hospital radiotherapy and other departments at Sheffield Teaching Hospitals and Chesterfield Royal Hospital to facilitate alignment of patient appointments and transport rotas.
- Respond promptly to any issues which require rota changes, ensuring minimal impact on patients, working proactively to consider volunteer driver availability.

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- Respond to or coordinate occasional out of hours requirements where transport has been delayed due to overrunning treatment clinics.
- Collate weekly, monthly and ad-hoc reports (using word, excel and client database) on transport service delivery, providing both quantitative and qualitative information
- Respond proactively to any concerns or compliments raised by a service user or partner organisation, following Weston Park Cancer Charity complaints policy
- Coordinate and contribute to audits of the patient transport service and play an active part in adopting service improvement recommendations.

Volunteers

The post holder will:

- Maintain a database of volunteer drivers, their contact details and availability.
- Facilitate collation of the required driver documentation and hold all personal data in accordance with GDPR requirements.
- Participate in the recruitment of volunteer drivers.
- Contribute to the induction of new volunteer drivers, including mandatory training.
- Contribute to delivery of mandatory training of volunteer drivers.
- Be responsible for and monitor the annual training and documentation log for volunteer drivers, ensuring all action is undertaken within any legal or agreed time period.
- Work with HR to record volunteer attendance.
- Collate and check the relevant expenses each month and forward for sign off.
- Work collaboratively with the HR to find creative ways of attracting new volunteer drivers.

Vehicle Safety

The postholder will:

- Manage a fleet of vehicles (patient transport, charity vehicles and any future outreach transport), ensuring safety and legal requirements are met, e.g. tax, insurance, road safety checks etc.
- Work closely with the appointed maintenance company to ensure vehicles are road worthy and manufacturer recommended servicing schedules are adhered to.
- Ensure daily road safety checks are undertaken by volunteer drivers and risks from any reported issues are proactively managed, escalating as appropriate.

General Duties

- Report accidents and incidents as per Weston Park Cancer Charity's policy.
- To be an ambassador for the charity.

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- Demonstrate a positive and supportive attitude to staff and volunteers and uphold the philosophy and values of the charity.
- Respect confidentiality applying to all WPCC areas. Adhere to GDPR policy.
- Be proactive with your training and development needs, maintain relevant professional registrations and adhere to codes of practice
- Participate in team meetings and events
- Adhere to all WPCC's policies and procedures including Health and Safety regulations, Equal Opportunities and Safeguarding.

The above job description is not an exhaustive list of all duties required of the postholder.

Who you are

Methods of Assessment:

A = Application Form

C = Certificate

I = Interview

R = References

T = Test/Presentation

	Essential	Desirable	Assessment
QUALIFICATIONS			
A good standard of education with a minimum of 5 GCSE's, including English and Math; NVQ Level 2 or equivalent experience	X		A/C
Full, clean driving licence	X		A/C
Qualified minibus driver		X	A/C
KNOWLEDGE & EXPERIENCE			
Working or volunteering in a health and social care statutory or voluntary sector organisation		x	A/I/R/T
Working with people in a person-centred, flexible way	x		A/I/R/T
Managing an electronic diary or booking system (excel, Microsoft e-calendar or database)	x		A/I/R/T

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Working with volunteers	x		A/I/R/T
Working sensitively with people in emotive and stressful situations		x	A/I/R/T
Vehicle management	x		A/I/R/T
Knowledge and understanding of the impact of cancer commonly experienced by those affected and their families	x		A/I/R/T
Risk assessment and risk management	x		A/I/R/T
Working knowledge of health and social care systems and practices		x	A/I/R/T
Knowledge of Safeguarding Adults		x	A/I/R/T
SKILLS			
Ability to deliver excellent customer service	x		A/I/R/T
Excellent computer literacy (Word, Excel, Database, Social Media)	x		A/I/R/T
Good written and verbal communication skills	x		A/I/R/T
Good numerical and analytical skills	x		A/I/R/T
Ability to work accurately with good attention to detail	x		A/I/R/T
Able to maintain confidentiality at all times	x		A/I/R/T
Ability to work to tight timescales and manage conflicting priorities	x		A/I/R/T
Ability to inspire trust and confidence	x		A/I/R/T
PERSONAL ATTRIBUTES			
Commitment to the ambitions and values of Weston Park Cancer Charity	x		A/I/R/T
Treat people with unconditional respect	x		A/I/R/T
Is compassionate and shows empathy and understanding	x		A/I/R/T
Self-motivated and able to work unsupervised	x		A/I/R/T
Comfortable in an evolving, innovative and task-focussed culture	x		A/I/R/T
Work outside normal office hours on occasion, if required	x		A/I/R/T
Ability to fully participate in team working	x		A/I/R/T
Ability to reflect and learn from experiences	x		A/I/R/T

How to apply

Closing date:

29th November at 00:00

Application format:

Please send a CV and covering letter demonstrating that you have read the job description / person specification and how you meet the essential and (where relevant) desirable criteria for this role. This can include skills, training, membership of professional bodies and experience. The covering letter will form a key part of the recruitment process and you should demonstrate your suitability for the role in no more than two pages.

Weston Park Cancer Charity is committed to promoting equality of opportunity and values diversity of culture among our staff. All applications are anonymised as part of the selection process, so please do not forward any documents in PDF format.

Applications to:

HR@wpcancercharity.org.uk

For an informal discussion about the post, please contact Emma Clarke on 0114 553 3330, select option 1.