

JOB DESCRIPTION	
Job title:	Driver/Receptionist
Team/Department:	Operations
Location:	Main place of work as agreed
Hours of work:	As agreed, and in accordance with the contract of employment
Job title the post holder will report to:	Team Manager
Job titles reporting to the post holder:	Not applicable
Date the role profile was revised:	January 2024

JOB PURPOSE

The post holder will be responsible for:

- Driving IC24 vehicles transporting Duty Doctors to domiciliary visits.
- Recording all essential information in an efficient and effective manner on the patient management system.
- Working with the duty doctor to manage workload between home visits, PCC appointments and telephone advice within clinical priority, ensuring compliance with company policies and attainment of key performance indicators.
- Working with and ensuring two-way communication with the Call Centres to ensure efficient operation.
- Operating all in car communications and patient management system equipment to support accurate record keeping.
- Supporting the provision of individualised patient care, respecting the individual patient and their environment, maintaining the patient’s self-esteem and confidentiality at all times.
- Ensuring the correct use of equipment and vehicles at all times.

KEY RESPONSIBILITIES AND ACCOUNTABILITIES

- Operate effectively within the framework of the IC24 operational policies, procedures and ethos.
- Work with the duty doctor to manage workload between home visits, PCC appointments and telephone advice within clinical priority, ensuring compliance with company policies, national quality requirements and attainment of key performance indicators.
- Drive IC24 vehicles in a safe and competent manner.
- Provide driver and receptionist duties from any Primary Care Centre or other location operated by IC24 as required within reasonable travelling distance.

- Work under the current Standard Operating Procedure for the Primary Care Centre or other place of work.
- Maintain a contemporaneous log of expected patients.
- Assist patients to access our services, arranging for appointments for base consultations and providing directions to our Primary Care centres.
- Maintain all patient confidentiality and adhere to Data Protection rules as per shift handbook.
- Be aware of how to use, and to support GPs to use all non-clinical equipment where appropriate.
- Be competent in the use of all patient management and other IM&T systems as appropriate to the role.
- Plan the most efficient routes for and between home visits.
- Comply with Drivers' Standing Orders and ensure vehicles are operated in a legal and roadworthy condition carrying out all checks as specified on the vehicle handover form.
- Assist colleagues in the provision of the service to a high professional standard.
- Assist the doctor in the carrying of the medical equipment as required.
- Communicate with appropriate Base by mobile phone or other communications equipment and to report and assist with any on road problems.
- Ensure the supply of stationery and medical equipment is maintained in the vehicles and assist the supply at all Primary Care Centres.
- Undertake such additional clerical and administrative work as requested by the Duty Manager or Operations Manager.
- Ensure that patient information is passed and actioned by the appropriate department.
- Ensure that all operational information is distributed to colleagues as necessary.
- Be responsible for the security of mobile equipment and drug boxes, including replacing the sharps bin when necessary.
- Undertake regular stock checks for drugs and any other equipment.
- Ensure that patient care is of the utmost concern in all actions performed.
- Answer and manage any enquiries as and when necessary.
- Work as a team with colleagues to support safe working procedures for patients and their families, colleagues and partners especially during home visits.
- Maintain and continuously improve the quality service to our patients.
- Attend team and locality meetings and undertake any such training as will be required from time to time.
- Have knowledge of Health and Safety procedures. Identify any potential risks to the clinical team and ensure incidents are reported.
- Undertake regular performance review and appraisal.
- Perform any other relevant duties that may be dictated by the changing needs of the service.

COMMUNICATION AND KEY WORKING RELATIONSHIPS

The post holder must be able to demonstrate excellent communication and interpersonal skills at all times and build and maintain good working relationships with all stakeholders.

ENVIRONMENT

IC24 is a major not for profit Social Enterprise company currently providing innovative primary care services designed to deliver quality and affordability. IC24 is solutions-focused, providing a comprehensive portfolio of services aimed at improving access and reducing the demand on secondary care services by helping to avoid unnecessary admissions and facilitating early discharge.

Going forward, the company is committed to supporting and enabling better integration between health and social care and more effective alliances between partners from different sectors as essential to delivering seamless services. IC24 has considerable experience of working in complex, demographically challenged environments and the Board is keen for the organisation to be proactive in improving standards of care and patient safety, while delivering value for money too in the health economies it which it operates. Critical to this is building strong professional relationships and alliances with third parties; working with them in a way that maximises the benefits of their involvement.

We are proud of our status as an NHS primary care social enterprise, and how we deliver social value to the communities we serve and contribute to the wider NHS plans to deliver carbon 'Net Zero' and sustainability. To find out more on this and to view our Social Impact Report, please click [here](#).

HEALTH AND SAFETY

The post holder will be required to comply with the duties placed on employees of IC24 as set out in the Health and Safety at Work Policy and related procedures. The post holder has a legal obligation to make positive efforts to maintain their own personal safety and that of others by taking reasonable care, carrying out requirements of the law and following recognised codes of practice.

All Colleagues

You have a duty to take care of your own health and safety and that of others who may be affected by your actions at work. You must cooperate with managers and other colleagues to help everyone meet their legal requirements under health and safety law, and not to interfere with or misuse anything that's been provided for your health, safety, or welfare.

Managers

You must ensure you know and understand your responsibilities as defined in our health & safety policies and associated guidance documents. You must identify and assess any risks to people, property, or the environment and ensure all colleagues you have responsibility for, are aware of all our health and safety policies, understand issues arising from risk assessments, site inspections etc. and deal with any associated concerns. You must ensure that all accidents or incidents involving colleagues within your responsibility, are properly reported, and investigated and that regular inspections are undertaken and recorded to eliminate potential hazards and minimise risks.

Directors

You must ensure that all colleagues and teams within your region and/or department(s), effectively manage health and safety in line with all our health & safety policies and guidance documents.

EQUALITY AND DIVERSITY

IC24 has a Diversity and Inclusion Policy to ensure that no job applicant or employee is discriminated against either directly or indirectly on the grounds of disability, marital status, sex, race, colour, nationality, ethnic or national origin, sexual orientation, age, religion or political opinion, whilst attracting talented recruits and retaining experienced employees.

IC24 is committed to promoting equal opportunities and diversity and will keep under review its policies, procedures and practices to ensure that, in addition, all users of its services are treated according to their needs.

INFORMATION GOVERNANCE

Information is vitally important for the safe clinical management of patient care and the efficient administration of services and resources, including our workforce. Information Governance is a framework to enable IC24 to handle personal and corporate information appropriately.

It is the responsibility of our entire workforce, regardless of employment status, to ensure they abide by the requirements of Information Governance as set out in the Data Security & Protection Policy.

SAFEGUARDING CHILDREN AND VULNERABLE ADULTS

IC24 is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults. All colleagues and volunteers are therefore expected to behave in such a way that supports this commitment. You will be responsible for safeguarding the interests of children and adults who you come into contact during your work. To fulfil these duties, you will be required to attend training and development to recognise the signs and symptoms of abuse or individuals at risk, to follow local and national policy relating to safeguarding practice and to report and act on concerns you may have appropriately.

DISCLOSURE AND BARRING SERVICE CHECKS

IC24 will require a DBS check for appropriate roles which is a mandatory requirement and a condition of the employment offer.

All posts are assessed on their eligibility for the post holder to be required to undertake a DBS check. For posts that have been assessed as exempt from the provisions of the Rehabilitation of Offenders Act 1974, IC24 will require the post holder to undertake an enhanced DBS check with barred list checks. For posts that have been assessed as being in a position of trust, IC24 will require the post holder to undertake a basic DBS check.

This post has been assessed as requiring a standard DBS check.

REHABILITATION OF OFFENDERS ACT 1974

Some posts have been assessed as being exempt from the provisions of the Rehabilitation of Offenders Act 1974 and in these cases IC24 will require the post holder to disclose all convictions, whether spent or unspent.

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PERFORMANCE AND DEVELOPMENT REVIEW

This job description will be used as a basis for conducting an individual Performance and Development Review between the post holder and the manager.

VARIATIONS

This job description describes the main purpose and key responsibilities and accountabilities of the post. The post holder may be required to undertake any additional duties or responsibilities as may reasonably be required.

This job description is a guide to the nature and main duties of the post as they currently exist, but it is not intended as a wholly comprehensive or permanent schedule and it is not part of the contract of employment.

To reflect changing needs and priorities, some elements of this post may be subject to change and where required, any appropriate communication or consultation with the post holder will be undertaken prior to making any changes.

PERSON SPECIFICATION

Requirements	Essential	Desirable	How identified
Qualifications	Good level of English and IT skills		Application Certificates
Experience		General office experience Primary Care experience	Application Interview
Knowledge, Skills and Abilities	Ability to work under pressure Excellent interpersonal skills IT literate Good telephone manner Excellent driving skills		Application Interview
General	Flexible approach to working hours Ability to exercise tact and discretion Calm, courteous manner Self-motivating Ability to work as part of a team Full manual driving licence with substantial driving experience		Interview