



St John Scotland Patient Transport Coordinator

Role Description

Role Title:	Edinburgh Patient Transport Coordinator
Responsible to:	St John Scotland Head Office and Edinburgh Chair
Where (Location):	Edinburgh and Lothians
Time commitment:	Regular and committed
Role description:	<p>St John Scotland works in partnership with the Scottish Ambulance Service and local NHS boards to provide Patient Transport for people attending oncology and renal clinics. All passengers are referred to us by the Scottish Ambulance Service or NHS clinics.</p> <p>St John Scotland currently operates Patient Transport services in five areas of Scotland. We are keen to expand the service and are in discussions with NHS Lothian about establishing a renal dialysis PT service in Edinburgh and surrounding areas.</p> <p>Dialysis requires regular treatment, three times a week, often for long periods of time. Patients currently use a mixture of transport to get to their treatments, including ambulance transport, self transport, taxis and other voluntary services. The support provided by St John Scotland's Patient Transport service means patients have access to free, friendly, reliable transport and the support of volunteers, while our model provides a significant financial saving for the NHS.</p> <p>As a Patient Transport Coordinator, your role will include overseeing and managing the volunteer team who provide transport to patients to and from the renal units at the Western General and Royal Infirmary in Edinburgh.</p>
Main tasks:	<ul style="list-style-type: none">• Communicate regularly with drivers and create a shift rota taking into account changes in volunteers' availability• Liaise and maintain relationships with the Renal Unit to ensure that patient information is up to date• Support the volunteer driver recruitment process by taking part in interviews and induction



Required skills, qualities and experience	<ul style="list-style-type: none">• Great sense of responsibility, commitment and leadership• Ability to communicate effectively by phone, email and in person• Competent computer skills• Outgoing and welcoming personality
Training and support available	<ul style="list-style-type: none">• You will receive all the necessary training and support from the staff team and other St John Scotland Patient Transport Coordinators• You will be equipped with the St John Patient Transport uniform and an identification badge• You will be eligible to claim expenses according to the volunteer expenses policy
Recruitment process	<ul style="list-style-type: none">• Submit CV and covering letter• Required to have membership of the PVG (Protecting Vulnerable Groups) scheme. This is free, and we will provide the forms for you• Interview with the St John Scotland staff team and Edinburgh volunteers