

## The James Cochrane Practice

### Delivery Driver job description and person specification

This job description is not exhaustive and is intended to provide an outline of the key tasks and responsibilities only. There will be other duties required of the post holder commensurate with the position.

This document may be amended following consultation with the post holder, to facilitate the development of the role, the practice, and the individual. All personnel should be prepared to accept additional, or surrender existing duties, to enable the efficient running of the practice.

<b>Role Details</b>	
Job Title:	<b>Dispensary Driver</b>
Hours of work:	10 hours
Salary:	£12.00 per hour
Location:	The James Cochrane Practice, Helme Chase Surgery, Kendal, LA9 7HR Maude Street Surgery, Kendal, LA9 4QE. Other locations in UK as required by the practice
Line Manager:	Dispensary Manager
Accountable to:	Practice Business Manager
Responsible for:	Providing a high-quality delivery service for patients and their carers who access the James Cochrane Practice services.
Commencement date:	July/ August 2024

<b>Job Summary</b>
The Driver will drive the Practice vehicle to patients addresses and other health locations throughout the Kendal and surrounding areas in a safe and efficient manner, as directed by The James Cochrane Practice.

<b>Practice Vision</b>
<b>Vision Statement</b> - Treating people the way we'd like to be treated.

<b>Primary responsibilities</b>
<p>The following are the core responsibilities of the role. There may be, on occasion, a requirement to carry out other tasks. This will be dependent upon factors such as workload and staffing levels:</p> <ul style="list-style-type: none"><li>• The Driver will drive the Practice vehicle to patients addresses and other health locations throughout the Kendal and surrounding areas in a safe and efficient manner, as directed by The James Cochrane Practice.</li><li>• The service must be carried out in accordance with professional codes of conduct and the Practice standard operating procedures.</li><li>• The Practice vehicle must be maintained and operated in line with Practice Vehicle Travel policy and the law.</li></ul>

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- The Driver is responsible for the safety and security of the vehicle and its contents whilst it is under their care.
- The Driver represents the James Cochrane Practice, and their conduct must be in accordance with polices and as expected by all members of Practice staff.
- The Driver will work flexibly to meet the needs of the service.
- The driver complete mandatory training as directed by their manager
- The driver will follow practice polices and procedures

#### **Secondary responsibilities**

- To work with the Dispensary Manager and other drivers to ensure that logistical issues are managed, maintaining an effective and efficient service throughout the day.
- To report promptly any accidents, incidents or losses whether a third party is involved.
- Establishing and maintaining good internal relationships with all staff employed by The James Cochrane Practice, its patients and any allied Health organisation.
- Establishing and maintaining good external relationships with GPs, clinicians, pharmacists, nurses and other health care staff, practice management, GP staff and secondary care trusts, local professional groups, care homes and care organisations.
- Accept queries relating to patient's medication and refer on to qualified staff.

### **EFFORT AND ENVIRONMENT**

**Effort criteria – the frequency with which the post holder is expected to deal with the following areas should be indicated e.g., average over a day, a week, a month or a year.**

#### **Physical Effort**

- Combination of sitting, standing, walking, light physical effort – walking between locations, occasionally carrying heavy boxes, driving frequently between locations of work during the day.
- Word processing for an infrequent period.

#### **Mental Effort**

- A high level of concentration is needed for a substantial period of working time with the occasional requirement for periods of intense concentration especially when: dealing with any part of the delivery process.
- Unpredictable working pattern, interrupted by urgent requests.
- Need to manage a variety of workloads. Will have pressures of urgent deadlines.

#### **Emotional Effort**

- Occasional exposure to traumatic circumstances.
- Distressed patients / carers due to medication issues, working with terminally ill and substance misuse patients.
- May have to deal with people with challenging behaviour.

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- Potentially exposed to direct aggressive behaviour from patients / clients / relatives / carers / GPs / staff and pharmacists.

### **Working Conditions**

- Infrequent use of VDUs throughout the working day.
- Continuous requirement to travel between locations.
- Occasional exposure to unpleasant working conditions and need to adapt to a variety of conditions.
- Potential for exposure to verbal aggression.

### **Analytical Tasks**

- To collect, deliver and transport safely and appropriately prescriptions, medication, orders and any other resources as the Practice requires.
- Maintain daily vehicle checks, mileage records, monthly inspection checks and record of deliveries.

### **Planning and Organisational Skills**

- To undertake a broad range of complex activities.
- Responsible for planning and reviewing own workload; requires high level of self-motivation and use of initiative.
- Observe and implement Health and Safety regulations.
- Observe the principals of clinical governance including Caldicott and data protection.

### **Physical Skills**

- To drive in a responsible manner in compliance with all road safety regulations, with a high standard of consideration for the vehicle, other road users and driving conditions, to any venue throughout the Kendal and surrounding area in accordance with an agreed schedule as the Practice requires.
- Developed physical skills required, where there is a need for accuracy, to prepare pharmaceutical materials.
- To maintain a clean, safe environment within the vehicle always

### **Responsibility for Patient Care**

- Ensure all patients are aware of any changes being implemented and are prepared to support these changes and reassure patients.
- Ensures compliance with medicines legislation.
- To minimise the number of medicines related problems experienced by patients.

### **Policy and Service Development Implementation**

- To ensure that safe standards of work are followed by all team members.
- To identify patients who have problems with their medicines and refer to Dispensary staff.
- To follow Standard Operating Procedures.

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- To promote good practice by ensuring Practice Standard Operating Procedures and Policies and all other statutory requirements are implemented and followed.

#### **Responsibilities for Financial and Physical Resources**

- To be responsible for the maintenance of the delivery vehicle.
- To prevent potential financial loss to the Practice e.g., monies and other assets.

#### **Responsibilities for Information Resources**

- To work in a professional manner transferring information in line with Caldicott policies conforming to data protection policies and legislation.
- To be familiar with aspects of the IT systems to best support the supply of medication.
- To manage and maintain IT systems and records securely and accurately in line with Data Protection and Information Governance requirements.

#### **Responsibilities for Research and Development**

- Support research projects conducted across the organisation leading to improved patient care.
- Undertakes surveys as necessary to support project development.

#### **Freedom to Act**

- Accountable for own actions, guided by national and local protocols and legislation – can seek advice from senior pharmacist.
- To contribute to the development of protocols for new services and project work.
- To be guided by Standard Operating Procedures and good practice.
- To abide by professional ethics, standards and guidance of the regulatory body.
- To manage own workload, undertaking work independently within specified guidelines.

The person specification for this role is detailed overleaf.

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<b>Person specification – Dispensary Delivery Driver</b>		
<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
Full UK driving license – clean	✓	
Ability to drive a C1 category vehicle	✓	
<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience in the delivering of items and of the local area		✓
Experience of working in a team and individually	✓	
Audit and project work		✓
Cash handling		✓
<b>Knowledge and skills</b>	<b>Essential</b>	<b>Desirable</b>
Awareness of law and good practice relating to storage and handling of pharmaceuticals		✓
Basic working knowledge and understanding of the dispensing process and services within the Practice		✓
Knowledge of Clinical Governance	✓	
Knowledge and understanding of the BNF, Drug tariff and MEP		✓
Knowledge of Practice standards		✓
Knowledge of Practice computer systems		✓
Knowledge and understanding of standard operating procedures	✓	✓
<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
Self-motivated with ability to work without supervision and as part of a Dispensary team	✓	
Good organisational skills, ability to work to tight deadlines	✓	
Good analytical skills		✓
Good interpersonal skills	✓	
Excellent verbal communications skills	✓	
Computer literate knowledge of Microsoft word, excel, outlook and EPOS		✓

<b>Personal qualities</b>	<b>Essential</b>	<b>Desirable</b>
Polite and confident	✓	
Flexible and co-operative	✓	
Motivated, forward thinker	✓	
Problem solver with the ability to process information accurately and effectively, interpreting data as required	✓	
High levels of integrity and loyalty	✓	
Sensitive and empathetic in distressing situations	✓	
Ability to work under pressure/in stressful situations	✓	
Effectively able to communicate and understand the needs of the patient	✓	
Commitment to ongoing professional development	✓	
Effectively utilises resources	✓	

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Punctual and committed to supporting the team effort	✓	
<b>Other requirements</b>	<b>Essential</b>	<b>Desirable</b>
Flexibility to work outside of core office hours	✓	
Disclosure Barring Service (DBS) check	✓	
Pre-Employment Check clearance	✓	
Driving license	✓	
Confident driving on single track rural roads	✓	

#### Generic Responsibilities

All staff at The James Cochrane Practice have a duty to conform to the following:

##### Safeguarding

Safeguarding means protecting people's health, wellbeing, and human rights, and enabling them to live free from harm, abuse, and neglect. It is fundamental to high-quality health and social care.

This organisation adopts a zero-tolerance approach to abuse, ensuring that there are robust procedures in place for the effective management of any safeguarding matters raised. Staff have a responsibility to take the appropriate actions for safeguarding children, young people, and adults at risk of harm or abuse.

##### Equality, Diversity & Inclusion (ED&I)

Staff have a responsibility to ensure that you treat our patients and their colleagues with dignity and respect.

A good attitude and positive action towards ED&I create an environment where all individuals can achieve their full potential. Creating such an environment is important for three reasons: it improves operational effectiveness, it is morally the right thing to do, and law requires it.

Patients and their families have the right to be treated fairly and be routinely involved in decisions about their treatment and care. They can expect to be treated with dignity and respect and will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation. Patients have a responsibility to treat other patients and our staff with dignity and respect.

Staff have the right to be treated fairly in recruitment and career progression. Staff can expect to work in an environment where diversity is valued, and equality of opportunity is promoted. Staff will not be discriminated against on any grounds including age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

##### Safety, Health, Environment and Fire (SHEF)

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This practice is committed to supporting and promoting opportunities to for staff to maintain their health, well-being, and safety. You have a duty to take reasonable care of health and safety at work for you, your team, and others, and to cooperate with employers to ensure compliance with health and safety requirements.

All personnel are to comply with the Health and Safety at Work Act 1974, Environmental Protection Act 1990, Environment Act 1995, Fire Precautions (workplace) Regulations 1999 and other statutory legislation.

#### **Confidentiality**

This practice is committed to maintaining an outstanding confidential service. Patients entrust and permit us to collect and retain sensitive information relating to their health and other matters, pertaining to their care. They do so in confidence and have a right to expect all staff will respect their privacy and always maintain confidentiality. It is essential that if, the legal requirements are to be met and the trust of our patients is to be retained that all staff protect patient information and provide a confidential service.

#### **Quality & Continuous Improvement (CI)**

To preserve and improve the quality of our output, all personnel are required to think not only of what they do, but how they achieve it. By continually re-examining our processes, we will be able to develop and improve the overall effectiveness of the way we work. The responsibility for this rests with everyone working within the practice to look for opportunities to improve quality and share good practice.

This practice continually strives to improve work processes, which deliver health care with improved results across all areas of our service provision. We promote a culture of continuous improvement, where everyone counts, and staff are permitted to make suggestions and contributions to improve our service delivery and enhance patient care.

#### **Induction Training**

On arrival at the practice all personnel are to complete a practice induction programme; this is managed by the Practice Operations Manager.

#### **Learning and Development**

The effective use of training and development is fundamental in ensuring that all staff are equipped with the appropriate skills, knowledge, attitude, and competences to perform their role.

All staff will be required to partake and complete mandatory training as directed by the training coordinator, as well as participating in the practice training programme.

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Staff may also be permitted (subject to approval) to undertake external training courses which will enhance their knowledge and skills, progress their career and ultimately, enable them to improve processes and service delivery.

**Collaborative Working**

All staff are to recognise the significance of collaborative working. Teamwork is essential in multidisciplinary environments. Effective communication is essential, and all staff must ensure they communicate in a manner which enables the sharing of information in an appropriate manner.

**Service Delivery**

Staff at The James Cochrane Practice must adhere to the information contained with practice policies and regional directives, ensuring protocols are always adhered to. Staff will be given detailed information during the induction process regarding policy and procedure.

**Security**

The security of the practice is the responsibility of all personnel. Staff must ensure they always remain vigilant and report any suspicious activity immediately to their line manager. Under no circumstances are staff to share the codes for the door locks to anyone and are to ensure that restricted areas remain effectively secured.

**Professional Conduct**

At The James Cochrane Practice staff are required to adhere to the staff handbook and practice policies

Staff are required to dress appropriately and in accordance with their role, and where uniforms are provided, they must be worn.