



## **Volunteer Role Description**

**Purpose of the role:** To transport patients and visitors around the hospital site

**Responsible to:** Volunteer Services  
**Department:** Volunteer Services  
**Hours / days:** weekdays during the daytime 9am-4pm  
**Location:** Royal National Orthopaedic Hospital, Stanmore

**Key tasks:** Driving the onsite patient transport buggies.

**Skills and experience:** Clean UK driving licence. Will be expected to complete daily buggy safety check. Does not require mechanical skills. Polite and courteous. Must be over 21.

**How you will help:** Helping improve patient experience. RNOH NHS Trust is a hospital where patients often have mobility issues. This service makes a massive difference to their visit and experience.

**What we will provide:** Training, uniform and ongoing support.

Please email the Volunteer Services office if you require any further information:  
[rnoh.volunteering@nhs.net](mailto:rnoh.volunteering@nhs.net)

### **About the opportunity**

The Royal National Orthopaedic Hospital has a well-established buggy service which helps patients get around the hospital grounds.

With modified electric 'golf' buggies, volunteer buggy drivers shuttle patients between key hospital locations within the grounds, whilst providing a friendly and helpful welcome.

This is a great opportunity for people who want to help out in a practical way by working to deliver a service that makes a real difference to our patients.

### **About Royal National Orthopaedic Hospital NHS Trust**

The Royal National Orthopaedic Hospital (RNOH), the largest orthopaedic hospital in the UK, is regarded as a leader in the field of orthopaedics both in the UK and world-wide. We provide a comprehensive and unique range of neuro-musculoskeletal healthcare, ranging from acute spinal injuries to orthopaedic medicine and specialist rehabilitation for chronic back sufferers.

We have opportunities to volunteer in a wide variety roles, from helping on the wards to behind-the-scenes admin volunteer roles. The Trust is committed to equality and diversity, and encourages applications from all sections of the community.



### **Volunteers benefit from:**

- The chance to volunteer at one of the leading specialist hospitals in the country
- Induction and training provided
- Reimbursement of travel expenses
- Free uniform
- References on completion of 50 hours of volunteering

The RNOH is committed to delivering excellent patient care, and to achieve this, our work is driven by four core values:

- Putting patients first, always.

By protecting patients' rights to dignity, courtesy, and privacy and by working to ensure a safe and caring environment.

- Excellence, in all we do.

By collaboration, by celebrating excellence, and by paying attention to detail.

- Trust, honesty and respect, for each other.

By challenging inappropriate behaviour, and by being supportive, open, and transparent.

- Equality, for all.

By valuing the diversity of ideas, roles and backgrounds and reaping the benefits of this diversity

What are they looking for?

The buggy service has 10 volunteers who commit to half a day each week on a fixed rota. Each shift last approximately 4-4.5 hours, Monday to Friday. We also have a small number of standby drivers who cover when the regular drivers are unable to .

Buggy service drivers are provided with training, uniform, and ongoing support from the voluntary services team.

### **Practical Considerations**

All volunteers at the hospital are required to:

- complete a criminal records check (DBS)
- complete an occupational health assessment
- provide details of two people able to provide references
- attend an induction

In addition, volunteer buggy drivers will be required to:

- possess a clean driving license (if you have points on your license, please note on your application what these were for)
- attend a driver training and vehicle check session

Please note that buggy driver volunteers must be 21 or over.