

**NHS NATIONAL SERVICES SCOTLAND**

# JOB DESCRIPTION

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| **1. JOB DETAILS** | |
| Job Title | **Blood Transfusion Driver** |
| Immediate Senior Officer/ Line Manager | Transport Co-Ordinator |
| Department | Transport |
| SBU | Scottish National Blood Transfusion Service |
| Location | Possil; Glasgow |
| CAJE Reference | NPBTCG807 |
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| **2. JOB PURPOSE**  To deliver and collect blood products throughout Scotland; drive a wide range of service vehicles and provide transport and general support to SNBTS and when required the wider NHS. | |
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| **3. DIMENSIONS** | |
| On an annual basis, the national transport and Logistics service covers around 850,000miles and delivers around 250K blood components, tissues and cells to 30 hospitals by means of scheduled, ad hoc and emergency blue light deliveries (this is provided 24/7/365). Transport Services also support the donor collection program and wider SNBTS/NHS requirements throughout Scotland, this includes transporting consumables and specialist equipment both pre planned and as urgent ad hoc to hospitals nationally. | |

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| **4. ORGANISATION CHART** | | | | |
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| **5. ROLE OF THE DEPARTMENT**  Scottish National Blood Transfusion Service is the Specialist provider of Blood Tissues and Cells in Scotland. The Donor and Transport Services Department is responsible for the planning and provision and inbound & outbound logistics ensuring the safe transportation of high quality blood components & products for NHS Scotland in full compliance with regulatory requirements.   * SNBTS Donor Services leads, develops, implements and maintains an approved national strategy for the SNBTS blood donor program. The department is responsible for all aspects of donor communication, donor recruitment, publicity, administration and the blood collection and Aphaeresis programmes to meet the demand for blood. * The department deals with approximately 180,000 donor attendances per year yielding some 160,000 donations, and ensures the provision of secure, safe and sufficient blood supply, to appropriate regulatory and legal standards, that meets NHS Scotland requirements * The Department develops and implements policy, processes and systems for the safe, effective, person centred care of blood donors to ensure donation is safe for donors and the blood collected safe for patients. * The Transport Services Department has the responsibility for the planning, developing and delivering the most cost-effective way of transporting staff for the collection of blood and for the inbound and outbound logistics for blood components, tissues and cells throughout NHS Scotland. This includes working with suppliers and customers, internally and externally to meet the diverse needs of service users throughout the wider NHS, * The activities of this department must support the scheduled, unscheduled and emergency transportation of blood, tissues and cells. In addition, the department develops policy and standards for professional drivers, designing safe systems and practice that support all SNBTS ‘in house’ transport activities and for effective fleet management. The department must comply with all relevant legislation including Blood Safety and Quality Regulations (2005) as amended, and the Department of Transport UK and EU legislation and regulations. These govern vehicle safety, controls on fuel emissions, driver hours, customs requirements. | | | | |
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| **6. KEY RESULT AREAS** | | | | |
| **Health & Safety**   1. Comply with Health and Safety regulations to ensure safe working procedures and health and safety of other staff and members of the public. (Particularly important when loading / unloading vehicles on Public roads and footpaths) 2. Responsible for vehicle maintenance checks and preparation to ensure that vehicles are roadworthy and are available for immediate use 3. Ensure the correct storage conditions are applied to each product following the guidelines issued   **Driving**   1. Carry out all collection, delivery and driving in compliance with the current Standard Operating Procedures, JPAC guidelines, Blood Safety & Quality Regulations and current Road Legislation 2. Ensure that deliveries, collections, equipment and essential ad hoc requests are enacted within agreed timescales and that they are done according to issued quality and safety standards 3. Plan and follow routes to and from sessions, hospitals, emergency sites etc to facilitate the best route consistent with economy, safety and time 4. Undertake emergency drives under blue light conditions on demand 5. Participate in out of hours on-call roster giving cover over 24/7/365. Participation frequency will be based on a rotating 12 person roster. 6. Use own initiative and skills whilst working in areas which may not be clearly laid out/organised/staffed to ensure correct cages/pallets along with associated paperwork are transported to ensure supply chain integrity. 7. Carry out all driving duties in accordance with legislation e.g. the Road Traffic Act   **Administration and Training**   1. Complete accurately and within required timescales all documents and computer input necessary to record and verify transportation of personnel and products 2. Undertake mandatory training as required in a timely manner in line with NSS policy & government legislation in line with current license requirements   **Planning and Organising**;   1. The post holder will ensure that the correct blood/blood products are on board. 2. The post holder will amend planned routine deliveries to ensure that there are not delays in delivering vital supplies. 3. On emergency blue light response deliveries the post holder will plan the route to ensure that delays are minimised and will decide upon the order in which to complete daily tasks to ensure priority is given to what is the most urgent delivery. | | | | |
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| **7. ASSIGNMENT AND REVIEW OF WORK** | | | | |
| Drivers are guided by Standard Operating Procedures (SOPs), Road Traffic Acts and good practice and are expected to follow relevant policies / procedures for the department. The post holder will actively participate in proposing changes to SOPs to facilitate more efficient and effective working practices Transport work is assigned by the Transport Co-ordinator.  Formal objectives are set and agreed annually and reviewed on a 6 monthly basis. In addition work is assigned from the following sources   * + Line managers/department heads   + External and internal customers   The post holder will make operational judgements in relation to route planning and vehicle operation in relation to driving conditions. Using various relevant sources.  The post holder may be expected to deputise as and when required for the Transport Co-ordinator. This will not be for the full range of Co-Ordinator duties but for the basics required to ensure the smooth running of the transport operation. With support (if required) the post holder will deal with the day to day requirements to assist smooth running of the transport service and to escalate as and when required to the Head of Transport or Associate Director.  Supervision will come from the Transport Co-ordinator, however lone working will also form part of the post holders day to day duties.  In carrying out “blue light” emergency response driving the postholder will be expected to complete emergency deliveries using their professional judgement. The post holder is responsible for all actions and will constantly analyse the road and traffic conditions and escalate issues where appropriate. | | | | |
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| **8. COMMUNICATIONS AND WORKING RELATIONSHIPS**  The driver will receive and provide complex or sensitive information within short time frames under pressure. This information will come from or be given to;  Internal   * + Colleagues within SNBTS   + Other Drivers   + Donor Services and laboratory staff   + Medical and nursing staff   External   * + Hospital staff   + Members of the public   The communication will be face to face or electronically or through hard copy. The content of the communications will relate to any and all of the Key Result Areas mentioned above. In particular the driver updates the supervisor, colleagues and internal & external customers of progress of journeys and issues arising from unforeseeable circumstances that call for a change to the agreed delivery arrangements.  The driver deals with confidential information on a daily basis. Tact and diplomacy and motivational skills are important in achieving job success and in working as part of a team. ?????????  As there is an emergency component to the transport service, along with a requirement to satisfy several service users and customers, often with competing demands, the drivers have to contribute to and communicate about the prioritisation of their work. | | | | |
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| **9. MOST CHALLENGING PART OF THE JOB** | | | | |
| Meeting service demands and ensuring a seamless service is provided set against a certain level of unpredictability. | | | | |
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| **10. Systems** | | | | |
| The post-holder completes daily delivery sheets, log books and other appropriate records both manually and electronically. | | | | |
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| **11. WORKING ENVIRONMENT AND EFFORT** | | | | |
| Physical Effort  There is frequent requirement to exert moderate to heavy physical effort for long periods e.g. lifting and moving heavy cases of blood; within the lab using trolleys, 50-180kgs. There is a requirement to participate in ‘two persons’ lifts for items greater than 10 kilos.  Performing “blue light” emergency deliveries requires advanced driving skills and is physically demanding.  Mental Effort  There is a frequent requirement for intense concentration within the work period. This requirement is unpredictable within the shift and is prolonged e.g. whilst doing longer drives or whilst inputting computer information.  Emergency drives on the road involve a high degree of concentration and performance.  Emotional Effort  Occasional exposure to distressing or emotional circumstances e.g., receiving information on major incidents, urgently delivering blood into busy wards, to A & E departments and directly to the wards particularly at the Children’s Hospitals including being informed of patients’ death. | | | | |
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| **12. ENVIRONMENTAL / WORKING CONDITIONS & MACHINERY AND EQUIPMENT**  Working conditions  These will include the following adverse conditions:   * + - Driving under emergency conditions claiming exemptions under the regulations within the Road Traffic Act     - Working and driving in adverse weather conditions– carrying deliveries/collections into and out of various locations     - Contact with untested blood samples and product     - As the service provided is 24/7/365 shift work is required.     - Loading/unloading vehicles above ground level while working alone and in areas where there are potential trip hazards   Equipment  Equipment used by the driver includes   * + - motor vehicles,     - hydraulic tail lifts,     - vehicle fridges,     - vehicle wash machine     - air compressors,     - communication devices     - Computer equipment | | | | |
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| 1. **QUALIFICATIONS AND/OR EXPERIENCE SPECIFIED FOR THE POST**  * After SNBTS delivered training (such as GMP, Manual Handling etc) the post-holder must maintain and apply a high level of specialist knowledge across a range of work procedures and practices which must be underpinned by theoretical knowledge and relevant practical experience * Hold and maintain a driving licence appropriate to the vehicles they will be asked to drive in the pool. Vehicles in the pool range between categories B, C1, C, CE, D1 & D (HGV & PSV) as the needs of the organisation change. Formal Training will be given at the discretion of the organisation as and when required. * The postholder will be required to pass an SNBTS approved Emergency Response Driving course provided by the organisation to ensure driving skills are maintained at a high enough level for emergency blue light drives. * Drivers must undertake continuous professional development and will maintain and develop specialist skills and knowledge in order to contribute to the continuous development of SNBTS. * Standard keyboard skills are required along with aptitude in computer data entry and experience using Microsoft Office Packages. * Drivers must be able to always maintain the reputation and image of SNBTS | | | | |
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| **14. JOB DESCRIPTION AGREEMENT** | | | | |
| A separate job description will need to be signed off by each postholder to whom the job description applies. | | | | |
| Postholder Signature: |  | Date: |  |  |
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| Postholder Print: |  |  |  |  |
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| Manager Signature: |  | Date: |  |  |
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