**JOB TITLE: Delivery Driver – Bank position**

**Reports to: Dispensary Manager**

**Accountable to: Executive Manager**

**Status: Permanent**

**Term: Bank/Part Time**

**Location: Dersingham (base)**

**JOB SUMMARY**

Vida Healthcare is currently looking for a reliable and hard-working person to join our bank team as a **Delivery Driver.** This may include cover at short notice.

Do you:

* *Relish a challenge?*
* *Believe in the abilities of those around you?*
* *Apply yourself to solving challenging problems?*
* *Enjoy learning new things and putting them into practice?*
* *Thrive on providing excellent customer service.*

The role will start from **Carole Brown Health Centre in Dersingham**. The role includes driving around the King’s Lynn area including all of the Vida sites. Our patients demand the highest standards of care and if you are conscientious with a strong team-working ethic, with the ability to achieve targets then you could be just the person we are looking for.

You will be responsible for providing a high-quality delivery service to all of our patients and teams. You will need an ability to use your own initiative whilst following guidelines and apply yourself to solving challenging problems within a Primary Care environment. In addition, you will be offering an excellent standard of support to all clinical and practice staff, ensuring a good quality delivery service is delivered whilst maintaining confidentiality with patient satisfaction a priority.

Our teams are at the heart of our organisation and are the point of access for the Community we serve. We pride ourselves on our impeccable standards of patient care and in order to maintain this it is essential that we employ reliable team players with strong caring qualities, dedication and excellent attention to detail.

Vida Healthcare is one of Norfolk’s largest and most successful General Practices, working with colleagues in the NHS to provide the best possible patient care. Our practice has experienced impressive growth over recent years, by creating a work environment that encourages talented individuals to thrive and make a difference.

**Duties and Responsibilities:**

Directions and instruction around the prioritisation of deliveries and special requirements will be communicated to the delivery driver at the start of a delivery day. This will fall to the Dispensary Manager, Senior Dispenser or Dispensers to communicate this to the driver and indeed, to work with the delivery driver to decide a suitable delivery route plan each day.

• To offer a home delivery service to patients in a timely manner whilst following set criteria and legal requirements set out in the Standard Operating Procedures

• To ensure that patients receiving their medication via a home delivery service scheme receive the best possible pharmaceutical care and customer care

* To ensure that medication is handed over to the patient following strict process following GDPR and confidentiality safety checks.
* Understand the Care with Medicines with special storage requirements i.e. Fridge & CD items.

• To ensure that any advertisements of the service in surgery is aimed at raising awareness of the Dispensary service, by way of leaflets/posters.

* Ensure all delivery’s follow safe documentation and recording processes including returns where necessary.
* Engage in personal and team development – this will include team meetings and appraisals.
* Personal development possible.

This procedure covers the authorised delivery of prescription medicines to:

• Housebound

• Disabled

• Elderly patients.

• Other practices and organisations as deemed necessary and reasonable by the dispensary team under the guidance of the Dispensary Manager.

**The successful applicant MUST be able to have use of their own vehicle for the role. Evidence of business use insurance is a requirement for the role.**

**Hours and Pay:**

Current delivery days, Monday, Tuesday, Thursday and Friday. (Some flexibility possible)

**Vacancy: Ad hoc hours to cover annual leave & sickness.**

**Rate of pay £11.44 rising to £11.67 after 1 year plus bank enhancement. Mileage rate 45p per mile.**

***Please Note – we have a 6-month probationary period for all new staff. It is an absolute priority that all new staff understand that it is an EXPRESS TERM in their Contract of Employment that a MINIMUM of four weeks’ notice MUST be given by either party, following the first month of employment. A Contract is the offer of a job role from us as the employer and the acceptance of that role by the employee. Simply put, that means that once you start working for us, you have a Contract of Employment.***

**Other Information:**

**General**

The duties of this post are a guide to the range of responsibilities that may be required.

**Other duties**

The post holder will be required to undertake any other duties according to the needs of the service.

**Travel to other sites.**

The post holder will be required to have the ability to access transport throughout King’s Lynn and associated periphery.

**Medical Examinations**

All appointments are conditional upon prior health clearance by the practice.

Failure to provide continuing satisfactory evidence will be regarded as a breach of contract.

**Professional Registration**

Staff undertaking work which requires professional registration are responsible for ensuring that they are so registered and that they comply with any Codes of Conduct applicable to that profession. Proof of registration must be produced on appointment and, if renewable, proof of renewal must also be produced.

**DBS Checks**

Applicants for posts in NHS Providers are exempt from the Rehabilitation of Offenders Act 1974.  
All applicants who are offered employment will be subject to a DBS check before the appointment is confirmed.

**Equal Opportunities**

Vida Healthcare is an equal opportunities employer, and you will be expected to comply with all relevant policies and procedures in this area together with all other policies and procedures as initiated by the host practices.

**Work Visa/ Permits/Leave To Remain**

If you are a non-resident of the United Kingdom or European Economic Union, you are required to have a valid work visa and leave to remain in the UK, which is renewed as required. The Practice is unable to employ or continue to employ you if you require but do not have a valid work visa and/or leave to remain in the UK.

**Code of Conduct**

All staff are required to work in accordance with the code of conduct for their professional group (e.g. Nursing and Midwifery Council, Health Professions Council, General Medical Council, NHS Code of Conduct for Senior Managers).

**Confidentiality**

All information obtained in the course of the post holder’s duties should be treated as strictly confidential. Any breach of confidence or disclosure of such information, without express permission, may lead to disciplinary action. The post holder has a responsibility to comply with the GDPR, Access to Health Records Act (1990) and Code of Practice on Confidentiality.

**Health and Safety at Work**

The post holder is required to take responsible care for the health and safety of him/herself and other persons who may be affected by his/her acts or omissions at work. The post holder is also required to ensure that statutory and practice safety regulations are adhered to.

Health and Safety at Work Act 1974

**Infection control**

It is the responsibility of all staff, whether clinical or non-clinical, to familiarise themselves with and adhere to current policy in relation to the prevention of the spread of infection.

Clinical staff, on entering and leaving clinical areas and between contacts with patients, must apply alcohol gel to their hands and also wash their hands frequently with soap and water. Staff are required to communicate any infection risks to site Infection Control Nurse.

**Complaints**

From time to time, complaints may occur, no matter how professional the approach of our staff. All complaints are investigated promptly, and the full co-operation of staff is required. The current guidelines amplify the above points with policies and procedures explained.

**Clinical Governance and Risk management**

The Practice believes everyone has a role to play in improving and contributing to the quality of care provided to our patients. As an employee of the practice, you are expected to take a proactive role in supporting the Practice’s clinical governance agenda by:

* Taking part in activities for improving quality such as clinical audit
* Identifying and managing risks through incident and near miss reporting and undertaking risk assessments
* Following polices, guidelines and procedures.
* Maintaining continued professional development
* Clinical staff making entries into patient health records are required to follow any Practice standards of record keeping.

**Information Quality Assurance**

As an employee of the Practice, it is expected that you will take due diligence and care in regard to any information collected, recorded, processed or handled by you during the course of your work and that such information is collected, recorded, processed and handled in compliance with Practice requirements and instructions.

**Freedom of Information**

The post holder should be aware of the responsibility placed on employees under the Freedom of

Information Act 2000 and is responsible for helping to ensure that the Practice complies with the Act when handling or dealing with any information relating to Practice activity.

**Care Quality Commission**

# The post holder is expected to comply at all times with the Requirements of the Health and Social Care Act, which is regulated by the CQC. The post holder will participate in all regulatory management in their clinical field, including ensuring their practices are entirely compliant, as well as participating in interviews with Inspectors, where requested to do so.

Please apply by email [fiona.cordwell@nhs.net](mailto:fiona.cordwell@nhs.net) with full CV or application form.

Our patients demand the highest standards of care and if you are conscientious with a strong team-working ethic, then one of these could be the ideal role for you.

You must be able to work collaboratively with the general practice team to meet the needs of patients. High quality service delivery, complete confidentiality and patient satisfaction are an absolute priority.

We pride ourselves on our impeccable standards of patient care and in order to maintain this it is essential that we employ reliable team players with strong caring qualities, dedication, and excellent attention to detail and commitment to quality-of-service delivery.

Vida Healthcare is one of Norfolk’s largest and most successful General Practices, working with colleagues in the NHS to provide the best possible patient care. Our practice has experienced impressive growth over recent years, by creating a work environment that encourages talented individuals to thrive and make a difference.

**Committed to Equal Opportunity.**

**Q: What makes Vida Healthcare an award-winning organisation?**

**A: The highly motivated people who work here and their enthusiasm for what we do and stand for.**

To ensure that we remain at the forefront of health care, we recruit individuals whose passion, drive, integrity, initiative and customer orientation shines through. If you are interested in joining a forward thinking, passionate and professional organisation, then we would love to hear from you.