

Last Updated: 10/06/2026

Role Descriptor

Title:	Discharge Volunteer Driver
Reports to:	Single Point of Contact (SPOC) Discharge Lounge
Hours:	To be agreed individually to suit each Volunteer, however would be and agreed weekly session between the hours of 9am and 6pm, Monday – Friday.
Location:	Base to be within the Discharge Lounge in Harrogate District Hospital, with drop off locations across Harrogate locality
Restrictions:	Must be 18 years+ and hold a clean valid drivers' license

Role Summary

This role will play an essential part to the transport of patients' equipment and medication following discharge from hospital care to their home. You will be supporting HDFT to provide a seamless transfer of care from hospital to home all while embodying the KITE values that patients have come to know throughout their stay in hospital.

The Discharge Volunteer Driver will liaise with staff within the Discharge Lounge and work together to improve the flow of patient discharge and reduce the need for external transport options. The Driver role will also have responsibility for transporting items to the patients' home following discharge, which may include medications or equipment.

The days and times of volunteering will be discussed with the Volunteer, with a typical commitment of 1 day per week.

Key Responsibilities

- Using a vehicle, which will be provided to you by HDFT, transport patients from Harrogate District Hospital to their own home within the Harrogate postcode area
- Be available during the hours of operation for short notice requests for patient transport
- Adhere to the sign in/sign out process.

Volunteer Responsibilities

- Hold a valid, full clean UK driving licence with 0 penalty points, providing copies as upon request
- Complete any mandatory training appropriate for the role, e.g. Wheelchair Training
- Comply with all process and policies attributed to the volunteer role, including, but not limited to IPC, PPE, Lone Working and Confidentiality
- Access to a personal mobile phone
- To wear the HDFT volunteer driver tabard and ID badge at all times undertaking such role.

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HDFT Responsibilities

- Safeguard our volunteers, patients and their families by undertaking patient risk assessments to ensure suitability for transport.

Essential Attributes

- Honest and reliable
- Punctual and organised
- Aware of importance of patient confidentiality
- Friendly and approachable
- Trustworthy.