

**JOB DESCRIPTION AND PERSON SPECIFICATION**

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| Job Title: | Client Driver/Attendant |
| HBC Grade: | HBC 3 |
| Service: | Fleet Maintenance and Transport |
| Division: | Logistics |

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| **Main Purpose of the Role** |
| To provide an efficient and effective transport service, having regard to the needs of clients whilst they are in their care.  |

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| **Key Duties**  |
| **1** | Transport and escort clients from their home to and from establishments/centres or other destinations points (on the basis of door to door transport).  |
| **2** | Ensure that clients are properly assisted prior to and at the end of their journey and have general regard to the welfare of the client |
| **3** | Act as first point of contact between Clients, Social Services, Doctors and other services (e.g. reporting on the physical and mental health of clients) and provide generally for the physical and emotional needs of Clients |
| **4**  | Responsible for reporting immediately to management any non contact with clients |
| **5** | Ensure passenger list are updated daily |
| **6** | Be conversant with moving, handling, coping with emergencies, disability awareness and First Aid |
| **7** | Comply with all Health and Safety standards and procedures in particular those relating to restraint systems, wheelchair loading and securing equipment |
| **8** | Refrain from the consumption of alcohol at any time, or smoking on the vehicles, whilst on duty |
| **9** | Inspect, maintain and clean vehicles as required in accordance with guidelines and complete vehicle log sheets on a daily basis |
| **10** | Ensure the confidentiality of the post is maintained at all time |
| **11** | Undertake any other duties and responsibilities as may be assigned from time to time, which are commensurate with the grade of the job |

The Council and its schools are committed to safeguarding and promoting the welfare of children, young people and adults and expect all staff, workers and volunteers to share its commitment.

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| **Education / Qualifications**  | **Essential**  | **Desirable**  | **How Identified**  |
| Level 2 in Numeracy & Literacy or equivalent | First Aid CertificateMember of Minibus Driver Assessment Scheme | All essential qualification certificates must be presented at interview. |

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|  | **Experience**  | **Knowledge**  | **Skills & Abilities**  | **How Identified** (delete as appropriate for each criteria) |
| **ESSENTIAL** |  |  | Communication skills | Application / Interview /Assessment |
|  |  | Ability to work as part of a team | Application / Interview /Assessment |
|  |  | Caring individual | Application / Interview /Assessment |
|  |  |  | Application / Interview /Assessment |
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|  |  |  | Application / Interview /Assessment |
| **DESIRABLE** | Previous experience of working with elderly or disabled clients |  | Understanding and perceptions of clients with special needsKnowledge of the geography of the local area | Application / Interview /Assessment |
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| **Other Requirements** | **Essential**  | **Desirable**  | **How Identified**  |
| Full UK Driving Licence category D1 |  | Interview / Assessment / Documentation  |
|  |  | Interview / Assessment / Documentation |
|  |  | Interview / Assessment / Documentation |

Please note: Front line posts with direct customer contact should include a statement detailing the spoken English language requirements of the post.

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For office use only:

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| **Date Created:** |  |
| **JE Ref:** |  |
| **Agreed by:** |  |

This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility.