**Passenger Transport Driver (Casual)**

**Grade – Scale 3**

**Job Description**

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| **Job Purpose** |
| * To support in Transport Team in the delivery of passenger transport services for the Council under the guidance of the Transport Supervisor and Transport Team Leader. * To assist the Transport Team to ensure delivery of safe, reliable, sustainable, and innovative value for money transport services are provided for the residents of Telford. * To drive and be responsible for the operation of buses which provide specialist transport to passengers, including children with special educational needs, adults with disabilities, social care clients and members of the general public accessing bespoke transport services. * The post holder will support clients and their families and work closely with the passenger assistant, and office team to ensure that the safety, comfort and dignity of all passengers is respected at all times. * To drive and be responsible for the operation of buses carrying fare paying passengers. |
| **Major Tasks** |
| * To undertake daily vehicle checks, routine maintenance and cleanliness of vehicles to a standard specified by the Council and the Department for Transport for example, oil, water and tyre safety and also ensuring the vehicle is suitably equipped for the daily operation. Keep appropriate vehicle records, e.g. defect card, log sheets up to date and fuel the vehicle daily and communicate issues to the Passenger Transport Supervisor or Team Leader. * To transport passengers safely with appropriate consideration for their individual needs. To ensure clients arrive safely and on time and where appropriate transferred to a responsible adult. * At the direction of the Transport Supervisor or Team Leader induct, instruct and train new drivers in the daily vehicle operational processes including first use inspection and other aspects of daily routines and routes. * To ensure the safe operation of exits from the vehicle including tailgate lifts and where appropriate the correct fitting of passenger and wheelchair restraint systems. * To liaise with the client, their families or carers, school/service centre and transport office to ensure the efficient and effective delivery of transport services. This role will include the effective communication of messages and information between home and school/service centre and other officers in the transport team. * Present a positive image of the service by being polite, courteous and considerate in dealing with members of the public wearing the council identity badge at all operational times. To wear all personal protective equipment (PPE) supplied by the council at all times whilst in work. * To report back immediately to the Team Leader or Transport Supervisor any concerns, incidents or changes in progress of customers circumstances or behaviour and record in the communication book. * To work as part of a team of drivers within a rota system driving an allocated route that may vary as determined by service needs, working closely with Passenger Assistants (PA) allocated to specific routes. * Undertake driving duties on various routes and at times determined by the Transport Supervisor and Assistant Transport Officer. * To be responsible for the issuing of various tickets and passes in return for monies taken and to be responsible for all cash taken on route and reconcile the money when returning to the depot. * Manually clean the allocated vehicle regularly using high-pressure wash and other electrical equipment as appropriate with cleaning materials supplied adhering to all Health & Safety polices and risk assessments applicable both during cleaning processes and driving, including wearing PPE equipment as supplied.   To ensure any vehicle notices issues are displayed within the vehicle.   * To ensure health and safety both in the depot environment and on vehicles including drivers, other passenger assistants and all passengers. This will include:   + To report and identify new risks or updated risks actions to the Team Leader or Transport Supervisor. * Report all incidents to the Transport Team Leader or Transport Supervisor under the council’s and Fleets policies and procedures e.g. health and safety, road traffic accidents. * To comply with safe systems of work in accordance with Health and Safety, Safeguarding and other policies and procedures as identified as being relevant to the role. * To work within agreed policy and procedures e.g. compliance to health and safety, reporting absences etc. * To respect the dignity and confidentiality of each client by working in a manner which promotes their individuality and their rights. * The post holder may be required from time to time to undertake other duties as is commensurate to the post, e.g. deputising for a Passenger Assistants (PA), duties in the depot including cleaning. * To attend a minimum of 5 days mandatory training. These training sessions may be arranged outside normal working hours. * Attend team meetings, discussions and training sessions as required. * To understand and follow safeguarding policy at all times   **Generic tasks listed below:**   * To support the Council’s visions and priorities both internally and externally * To adhere to and implement all relevant Policies & Procedures |
| **Contacts & Relationships** |
| * The post holder will have daily contact with the Transport Supervisor, Assistant Transport Officer, Passenger Assistants, members of the public, clubs and their organisers, clients and school/centre care staff resolving any minor issues and ensuring transport is provided on time and complies with quality standards. * The post holder will be able to form positive relationships with school staff, children, young people, and adults, they will be a good, diplomatic communicator. * The post holder will have regular contact with the Transport Team Leader. * The post holder may occasionally have contact with councillors and other officers in the course of their driving duties. * The post holder is required to attend health assessments in connection with driving passenger vehicles on a programmed basis. |
| **Creativity** |
| * To accurately complete waybills and cash paying in slips and reconcile money taken each day. * Drivers will be required to accurately complete vehicle records on a daily basis and update clients lists where appropriate notifying the transport office of any changes required. * Completion of relevant incident forms to a high standard where appropriate, e.g. accident, violent incident, near miss and Road Traffic Accident (RTA). |
| **Decisions** |
| * The post holder must decide on the course of action which best achieves safety and client, trainees, passenger satisfaction within the limitations of the Passenger Transport and Council policies and procedures e.g. diversion through road works, adverse weather, break downs. Highlight to the Passenger Transport Supervisor or Passenger Transport Team Leader any issues. * The post holder must decide on the best course of action when managing clients whilst on a vehicle (within the limitations of Passenger Transport and Council policies and procedures), highlight to the Transport Supervisor or Transport Team Leader any issues. * Responsible for making on-site decisions, dynamically risk assessing and making adaptions where necessary. * Recommends to the Transport Supervisor or Transport Team Leader any issues that may result in the need for changes in administrative and operational procedures. * Apply first aid when necessary appropriate to the post holder’s skill level. |
| **Management & Supervision** |
| * The post holder will have no supervisory responsibility |
| **Supervision Received** |
| * The post holder will work closely with the Passenger Assistant and receive daily instructions from the Transport Team Leader, Transport Supervisor and Assistant Transport Officer. |
| **Complexity** |
| * The ability to manage the safe operation of a vehicle and deal with unforeseen incidents when on the road in a calm and efficient manner e.g. assisting the PA with client issues, RTA, breakdown, unforeseen route deviation and depending on the situation and severity this may require assistance from the emergency services. Such actions to be notified to the Transport Supervisor and Transport Team Leader immediately. * The ability to manage clients during transportation dealing with unforeseen client operational issues in a calm and efficient manner, e.g. vomiting, behavioural difficulties. * Issues of a more serious nature may require calling the emergency services for assistance, and such actions should be reported immediately to the Transport Team Leader or Transport Supervisor. * Ensure the vehicle is correctly equipped for specific operation e.g., child seats, restraints, wheelchair clamps. * The post holder will be required to undergo medicals as required by DVLA. * The post holder will be required to attend other training outside normal working hours and will be required to complete continual personal development using the councils e-based training system ‘Ollie’ and attend compulsory training of five days per year (20 hours). * To work a 5 days from 7 rota system in line with business needs as required. |
| **Resources** |
| * The post holder is responsible for Fleet Vehicles whilst driving and for daily vehicle checks, routine maintenance and cleanliness of vehicles to a standard specified by the Council and the Department for Transport. * The post holder is responsible for daily checks on safety restraints, lifts and ramps to ensure they are safe to use. * The post holder will be responsible for processing Personal Sensitive Information. * To exercise confidentiality with the responsibility of recording personal and sensitive information relating to customers using the service in line with T&W information governance policy. * The post holder is responsible for handling cash in the form of fares and responsible for reconciling the fares taken each day. |
| **Impact** |
| * The postholder is responsible for the safety of the vehicle and its passengers and is responsible for driving in accordance with Road Traffic Laws. * The post holder is a first point of contact for members of the public/service users, is responsible for the safe transportation of passengers. * The role covers the two key areas of Adults and Children transport, and as such decisions made in this role have a direct impact on customers who often have complex needs. The postholder will have daily direct contact with these customers, often discussing challenging subject matter. * To have responsibility for ensuring the safety of passengers whilst travelling including ensuring that safety belts and other restraints are in place and remain in place for the whole journey.      * To have responsibility of safeguarding and promoting the welfare of children and adults with disabilities using the service. * To comply with safe systems of work in accordance with Health and Safety, Safeguarding and other policies and procedures as identified as being relevant to the role. |
| **Physical Demands** |
| * This role requires driving of large vehicles with bending and stretching whilst carry out daily vehicle checks and cleaning vehicles. * This role requires bending, stretching and kneeling whilst securing wheelchairs in vehicles and carrying of equipment to and from the vehicles. * The post holder will provide moving and handling support of customers using the service including the pushing of wheelchairs and the manual handling of mobility aids and hoists. * The post holder will be required to clean vehicles including windows, floors and seats. This includes the cleaning up of bodily fluids. |
| **Working Environment** |
| * The post holder will work in a transport depot. * The postholder will be expected to work outside regularly in all weather conditions where deemed safe to do so. * The postholder will be required to administer adrenalin pens (Epipen), midazolam and other medications. * The post holder will work in a transport depot work in areas where vehicles are moving. * There will be regular exposure to conditions such as would be found outside in a transport depot environment and when carrying out the duties of a Fleet Driver on transport. * The post holder may face verbal abuse/challenging behaviour on a daily basis whilst transporting customers. * Some of the customers using the service may present with verbal and physical behaviours that may challenge. * The post holder will work as a lone driver on various routes and on trips and outings. This involves lone working with clients travelling on the buses. |
| **Emotional Context** |
| * The nature of the Driver role will regularly involve contact with upsetting or distressing information in relation to people using the transport service. The drivers deal directly with children and adults with complex disabilities who may get upset or agitated. They may have someone disclose to them or hear allegations of abuse or neglect which will need reporting a per the Safeguarding procedure. * Close working with adults and children with disabilities when supporting them on transport. |
| **Other** |
| * The postholder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade. * The postholder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc. * The postholder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations. |

**Person Specification**

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| **Criteria** | **Standard** |
| **Qualifications** | * Competences in Maths and English equivalent to NVQ 2. * Must have completed or working towards the CPI Safety Intervention foundation training * Must have completed or working towards midazolam and Epipen administration training * Must have completed or working towards paediatric first aid and basic first aid training * A full driving licence with minimum D1 category to drive a 16-seat mini bus vehicle is required. |
| **Experience** | * Experience in driving a mini bus of up to 16 seats in the provision of passenger transport. * Experience in providing services for disabled and vulnerable members of the community. |
| **Knowledge** | * Knowledge of the geography and road systems of Telford and Wrekin with ability to read and interpret maps. * Knowledge of safeguarding * Able to undertake safety and compliance inspections of vehicles adhering to the recognised procedure and requirements of the Road Traffic Act. * Knowledge of basic First Aid. |
| **Skills** | * Able to drive a minibus to a high standard with attention to the care and comfort of passengers. * Able to drive fluently and in a style commensurate with fuel efficiency. * Able to learn and retain information on bus routes. * Able to communicate and understand the needs of different clients and treat them individually, fairly and with compassion and dignity * Must be well organised and methodical to ensure that accurate records are maintained and issues reported to the Transport Team Leader, and Transport Supervisor. |
| **Personal style & behaviours** | * As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages. * Team player able to efficiently undertake individual tasks with limited supervision and work effectively as part of a Team. * Willing to learn new skills and undertake training with a keen sense of commitment and responsibility. * Self-motivated and confident in communication with others. * Drivers are required to wear a uniform, identity badge and PPE (provided) in order to give clients and their carers confidence in the quality service provided. * To be flexible and able to adapt to new ways of working. |
| **Fluency Duty** | This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role. |
| **Political Restrictions\*\*** | This post is not subject to political restrictions. |

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| **Type of criminal records checks required for this post** | **Mark as required** |
| None |  |
| Basic Disclosure |  |
| Standard Disclosure |  |
| Enhanced Disclosure | x |
| Working with Adults - Regulated Activity | x |
| Working with Children - Regulated Activity | x |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>