

Role Profile

Post Title:	Driver / Escort
Grade:	Living Wage
Date Created:	1st May 2015

ROLE DEFINITION

To ensure the safe transportation and care of vulnerable service users to and from their homes or other venues.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Routine vehicle checks, maintenance (eg oil and water), cleaning the vehicle and completion of paperwork.
- Assists service users on and off the vehicle safely and ensure they are securely seated when on board.
- The use of moving and handling procedures where required and the use of mechanical aids.
- Attend any situation arising involving service users whilst on board the vehicle.
- Communicate with parents / carers and others to pass on relevant information.
- Attend for escort duties in all weathers.
- Pass relevant updates to line manager on a daily and routine basis.
- Participate in team meetings.
- Undertake additional training as required.



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ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	Standard Grade qualifications in Maths and English, or equivalent	SVQ Level II or equivalent	- Application Form - Interview
Experience	Working or caring for vulnerable service users	Care delivery in a day care setting	- Application Form - References - Interview
Specialist Knowledge	Understanding of driving skills relevant to the vehicle	- Understanding of individual care needs - Knowledge of Health & Safety procedures	- Application Form - Interview - Pre/Post-Interview Check (if appropriate)
Skills and Abilities	- Written and verbal communication skills - Ability to empathise with service users and their carers - Work as part of a team	Moving and Handling trained	- Application Form - References - Interview
Other	- Driving Licence (Category D1) - Willing to undertake appropriate levels of training - Required to join the PVG scheme for this type of regulated work - Ability to work evenings and weekends if required		- Application Form - Interview - Pre/Post-Interview Check (if appropriate)



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Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.



OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind

