

Job Description and Person Specification



Job Description

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| Job Title | Escort |
| Grade | 2 |
| Service | Customer and Support Services / Fleet / Special Needs Transport |
| Reports to | Team Leader/Service Supervisor |
| Location | Whitley Depot |
| Job Evaluation Code | C6215D |



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

To be responsible for the safety, care and welfare of clients whilst transporting them to and from various locations.

Main Duties & Key Accountabilities

Core Knowledge

1. Assist clients on and off vehicles and ensuring they are properly secured (using seat belts and/or harnesses) in their seats at all times.
2. Ensure the care and well-being of clients in order to provide a stimulating and pleasant journey. (Escorts are expected to involve service users in conversation in order to assist in the social and learning skills.)
3. Act as a link between the client' parent/carers and day service establishments (or similar), including the carrying of messages, items of clothing, equipment, and medication to pass on to a responsible person at their destination point.
4. Attend to the physical needs of the clients at all times.
5. Assist in the cleaning and disinfecting of the vehicle after incontinence and vomiting if required.
6. Complete all paperwork required.
8. Any other duties and responsibilities within the range of the salary grade.

Note: All personnel are prohibited from smoking in vehicles in line with Council policy. All incidents of smoking are to be reported and will be treated as a disciplinary offence.

■ Key relationships

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| External Special Educational Schools both LA and Academies within Coventry and outside of Coventry | Internal Centres for Adults with Learning Difficulties and Centres for Older People |
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■ Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

■ Responsible for:

Staff managed by postholder:

N/A

Person specification

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| Job Evaluation Code | C6215D |
| Knowledge | |
| Basic Knowledge of Health and Safety. | |
| Able to demonstrate an understanding of the City Council's Equal Opportunities Policy. | |
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| Skills and Abilities | |
| Flexible approach to work. | |
| Ability to work as part of a team. | |
| Ability to assist passengers in/out of wheelchairs and/or in/out of vehicles. | |
| Ability to respect clients with varying needs and treat them with sensitivity at all times. | |
| Ability to work on own initiative. | |
| Ability to maintain satisfactory attendance levels and timekeeping. | |
| Good communication skills | |
| Willingness to learn new skills. | |
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| Experience | |
| Dealing with people. | |
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| Special Requirements | |
| This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS). | |

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| Date Created | February 2023 | Date Reviewed | |
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