



Coventry City Council

Job Description

Vacancy Reference No:

Job Title: Escort

Job Number: C6215D

Service: Customer and Support Services / Fleet /
Special Needs Transport

Grade: Grade 2

Location: Whitley Depot

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.

Job Purpose:

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

Main Duties and Responsibilities:

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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

All duties and responsibilities must be carried out with due regard to the City Council's Health and Safety Policy.

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

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

Responsible for: N/A

Responsible to: Special Needs Transport Team Leader or, alternatively, Service Supervisor

Date Reviewed: March 2010

Updated: June 2021



Coventry City Council

Person Specification

Job Title:	Escort	Job Number:	C6215D
Service:	Customer and Support Services / Fleet / Special Needs Transport	Grade:	Grade 2
Location:	Whitley Depot		

Area	Description
------	-------------

Knowledge:	<ul style="list-style-type: none">• Basic Knowledge of Health and Safety.
	<ul style="list-style-type: none">• Able to demonstrate an understanding of the City Council's Equal Opportunities Policy.

Skills and Abilities:	<ul style="list-style-type: none">• Flexible approach to work.
	<ul style="list-style-type: none">• Ability to work as part of a team.
	<ul style="list-style-type: none">• Ability to assist passengers in/out of wheelchairs and/or in/out of vehicles.
	<ul style="list-style-type: none">• Ability to respect clients with varying needs and treat them with sensitivity at all times.
	<ul style="list-style-type: none">• Ability to maintain satisfactory attendance levels and timekeeping.
	<ul style="list-style-type: none">• Ability to work on own initiative.
	<ul style="list-style-type: none">• Good communication skills.
	<ul style="list-style-type: none">• Willingness to learn new skills.

Experience:	<ul style="list-style-type: none">• Dealing with people.
--------------------	--

Special Requirements:	<ul style="list-style-type: none">• This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

Date Reviewed: May 2006

Updated: March 2010

