

Job Description and Person Specification

Role: Driver Escort



Job Description

Job Title	Driver Escort
Grade	Grade 3
Service	Customer and Support Services / Fleet /Special Needs Transport
Reports to	Team Leader or, alternatively, 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

- Under the general direction of the Supervisor, to be responsible for the operation of vehicles, escort duties, and/or ancillary duties (as noted below) in relation to delivery of Special Needs Transport service.

Main Duties & Key Accountabilities

Core Knowledge

- Undertake all driving (incorporating passenger transport and/or incontinent laundry), escort and delivery duties in allocated vehicles as instructed by Supervisor.
- Pick up clients and transport them to their point of destination using the vehicle in a safe manner at all times.
- Assist clients with learning/physical difficulties to board on/off the vehicle and to ensure that they are seated securely using seat belts and/or harnesses.
- Respect all clients and treat them with sensitivity at all times.
- Take all reasonable steps to prevent clients from causing harm to themselves and/or others.
- Receive items of clothing, equipment and medication and/or money and pass these on to parent/carer at client's destination address.
- Deliver home meals to clients and report to Supervisor any cause for concern relating to the client's condition, so that appropriate action may be taken.
- Carry out daily vehicle checks before start of journey and report all defects to Workshops for action.
- Ensure the vehicle handbrake is applied, ignition key removed and doors locked when not in vehicle.
- Operate 2-way radios with due care and attention to health and safety policy guidelines.
- Complete all paperwork as requested.

- Be flexible in working contracted hours over a standard working day and over a 7-day working week on a rota basis as and when required to meet the needs of the service.
- Any other duties and responsibilities within the range of the salary grade.
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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

External	Internal

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.

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.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

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

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.

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

Job Evaluation Code	
Knowledge	
<ul style="list-style-type: none"> • Practical knowledge of the Highway Code. 	
<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. 	

