

JOB DESCRIPTION

Job Title: PART-TIME COMMUNITY TRANSPORT DRIVER

Reporting to: Operations Manager

Purpose of Job: To provide transport services to the local community. Primarily this will be through a local Day Care Centre based in Windsor supporting elderly people with dementia and/or young adults with learning difficulties.

General Comments

- 1.1 The Driver is expected to complete their duties as part of high quality passenger transport services.
- 1.2 The Driver is responsible to the Operations Manager. Day to day supervision is delegated to the Scheduler.
- 1.3 The Driver is expected to work as part of an efficient team providing a quality service for individuals who have mobility difficulties and cannot use public transport, working closely with colleagues as required
- 1.4 The Driver is expected to have driving experience, preferably larger vehicles. The Driver is expected to show an ability of driving in urban areas and have a good accident record.
- 1.5 The Driver will be dealing extensively with disabled and older people and the Driver must demonstrate their ability to deal sensitively with their needs.
- 1.6 The Driver is expected to complete their duties in accordance with procedures and training.
- 1.7 The Driver is expected to adhere to People to Places' Equal Opportunities and Diversity Policies.
- 1.8 As the Driver may be in sole charge of his/her passengers, the post is subject to an Enhanced Disclosure from the Disclosure & Barring Service (DBS) in accordance with the Code of Practice and People to Places' Recruitment of Ex-Offenders Policy.

Duties

- 2.1 To drive light vehicles adapted to transport individuals who may have mobility difficulties eg. disabled and older members of the community with due consideration to their needs and comfort.
- 2.2 To work schedules as required by various contracts. Some of these may be regular routes, others may be on a casual basis.
- 2.3 The Driver will undertake route planning, taking into consideration passenger needs and traffic conditions.
- 2.4 The Driver will collect and deliver passengers to and from their destination as required.
- 2.5 If a Passenger Assistant (PA) is provided by the schedule, then the Driver and PA must work as a team to provide a safe and quality service. This will require flexibility from both members of the team.
- 2.6 The Driver is responsible for parking the vehicle so that passengers can board safely. The Driver will provide a door to door service.
- 2.7 The Driver is responsible for the safe and comfortable access of the vehicle by all passengers, ensuring that wheelchair users and those unable to manage steps do so safely using the accessible lift. All wheelchairs and equipment must be secured safely before driving off.
- 2.8 The Driver must ensure that all passengers are sitting safely and comfortably in their designated seats or belts as required before driving off.

- 2.9 If the passenger is not ready for collection, the driver must wait five minutes beyond the scheduled collection time and check with office before moving off.
- 2.10 For the homeward journey, if parent/carer are not available to receive the passenger, where appropriate, the Driver is expected to follow strict predefined procedures.
- 2.11 The Driver will remain in contact with colleagues and be responsive to operational needs.

Other

- 3.1 The Driver will complete paperwork and fill in log-sheets, as required, on a daily basis.
- 3.2 The Driver will attend training courses relevant to the transportation and safety of older people and those with disabilities.
- 3.3 The Driver will be responsible for daily safety checks of the vehicle. These include the daily checking of oil, water and exterior bodywork before the commencement of their round. All defects must be immediately reported.
- 3.4 The Driver will be responsible for the cleaning and maintaining of their vehicles in a clean and tidy condition.
- 3.5 The Driver will report to the Operations Manager and/or Scheduler any accidents and vehicle damage, and possible offences under the Road Traffic Acts as well as all matters affecting the efficiency and day to day running of the transport service.
- 3.6 The Driver is responsible for payment of any penalty charge incurred as a result of contravening a Highway Code regulation during the course of their duties.
- 3.7 The Driver is expected to conform to Health and Safety requirements in respect of Health & Safety at Work Act and other relevant legislation at all times. To adhere to safe working practices, Health & Safety policies and other procedures. To report all accidents and incidents in accordance with procedures.
- 3.8 The Driver is responsible for day-to-day health and safety issues, wear appropriate PPE and to ensure that a duty of care is maintained to him/herself, their passengers and other colleagues.
- 3.9 The Driver will assist the Operations Manager and/or Scheduler in promoting People to Places' services to the local community.
- 3.10 The Driver will undertake all other reasonable duties as delegated to them by the Operations Manager.

4 Contribute to Other Activities of the Charity

Supporting the overall vision and aims of People to Places

Volunteers

- 4.1 Maintain a good rapport with volunteers

Health & Safety

- 4.2 Support the safe operation of the organisation by pro-actively responding to any situation that may cause concern and to report such concerns to the Operations Manager, the General Manager or Board of Directors as necessary
- 4.3 Undertake any other tasks commensurate with the position and level of authority within People to Places as directed by the Operations Manager

PERSON SPECIFICATION

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The qualities, experience or knowledge are those we believe most important in determining our choice of candidate. They are not listed in order of importance.

ESSENTIAL

- The Driver must have at least a D1 entitlement on their driving licence or a PCV licence if they passed their test after January 1997.
- To have experience of regular driving commitments
- To be over 25 years old and have held a full clean UK driving licence for at least 2 years and have no serious motoring convictions for at least 5 years and no bans for at least 10 years.
- To be able or have the ability to learn to drive a larger vehicle safely showing due consideration to passengers and other drivers
- To be able to undertake route planning and map reading
- To have strong communication and advocacy skills
- To be able to communicate with passengers.
- To be able to take care of the travelling needs of passengers
- To be able to work as part of a team
- To show initiative in resolving problems when required
- To be able to take instruction and learn quickly in a changing situation
- To be able to undertake regular vehicle checks including oil, water and battery levels. To be able to maintain their vehicle in a clean and hygienic condition
- Attainment of the MiDAS standard in minibus driving is a requirement, though training and support is available

DESIRABLE

- Have extensive experience of driving within the Royal Borough of Windsor & Maidenhead and surrounding areas
- To have experience of working with people with mobility difficulties

PERSONAL QUALITIES:

- To be patient and courteous with all passengers.
- To have a special and caring nature.
- Able to get on with people from all backgrounds and in all circumstances in a polite and sensitive way. This includes people from all ethnic groups, religious groups, people of both sexes, people with disabilities and people in social need.
- To be sympathetic to the needs of older and disabled people.
- Have interest in, or the commitment to the social objectives of a non-profit making, charitable organisation.
- To be reliable and conscientious.
- To be honest
- To be able to work independently without supervision.
- To be able to stay calm in difficult situations.
- To be flexible in their approach to their work.
- To be punctual.
- To be committed to doing their job well.