



SECURCARE LTD

JOB DESCRIPTION FOR DRIVER/ESCORT

JOB TITLE: Driver/Escort

JOB PURPOSE: To provide a friendly, reliable and caring door to door transport service by driving mobility adapted vehicles and non-emergency ambulance's for patients attending hospital appointments. Driving secure vehicles to transport vulnerable adults/children with mental health issues and or challenging behaviour. You will be required to escort the service users from their homes or pick up destination to the drop off destination (nationwide).

REPORTING TO: Operations Manager

BASED: Bridgend (transport is a nationwide service)

WORK HOURS: Casual (transport operating hours – 24/7 365 days a year)

SALARY: £9.00 - £13.50 PH

DUTIES & RESPONSIBILITIES	DESCRIPTION OF DUTIES AND RESPONSIBILITIES
To offer a high-quality caring service	<ul style="list-style-type: none"> • To respect the service user's right to privacy and to ensure that their dignity is always maintained. • To ensure individuals are safe and secure when using the transport and on returning to their homes. • Report all concerns regarding service users to the appropriate person/ agency.
To provide a transport service	<ul style="list-style-type: none"> • To provide a pleasant, safe and reliable transport service for service users. • To drive the vehicles as required in line with Securcare's policy and legislation. • Complete the designated checks and minor maintenance of the fleet vehicles as required.
Ensure high standards of health and safety are maintained	<ul style="list-style-type: none"> • To follow Health and Safety Guidelines and alert the Operations Manager of any concerns in relation to health and welfare of service users and staff. • To take appropriate action in the event of accidents, incidents and emergencies, ensuring that the Operations Manager is informed. • To follow the guidance and risk management strategies outlined in the individuals risk management plan. • To work in a safe and responsible manner to safeguard service users from harm. • To keep the vehicles in a clean, safe and comfortable condition at all times. • To be responsible for your own Health and Safety.

Record Keeping	<ul style="list-style-type: none"> • To ensure that all records are kept up to date and in the prescribed format. • To document all work undertaken at the correct time and manner.
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Liaison with other professionals and families	<ul style="list-style-type: none"> To liaise with other professionals, carers and families as needed to ensure service users receive a high-quality service.
General Requirements	<ul style="list-style-type: none"> Participation in staff meetings. Participation in training activities. Participation in staff supervision and appraisal. Participate in quality assurance systems. To maintain confidentiality at all times, in accordance with the agreed policy. All duties must be carried out to comply with: - <ul style="list-style-type: none"> a. Notification of accidents and other Health and Safety requirements. b. Statutory legislation, in particular the Health and Hygiene regulations. c. Nationally and locally agreed Codes of Good Practice. d. Fire precautions. e. Equal opportunity principles and the anti-discriminatory policy. To observe all Securcare written policies, procedures and guidelines for good practice Actively participate in the prevention and control of infection within the capacity of the role. Any other duties as required.

EXPERIENCE

Essential:

- Applicants must have at least 4 years driving experience

Desirable:

- Previous experience in the transportation of individuals
- Previous experience of working with elderly and vulnerable people
- Clean drivers' licence

COMPETENCES

- Good verbal and non-verbal communication skills with the ability to tailor these to the needs of the individual
- Good written communication skills sufficient to contribute to a record keeping system
- Ability to maintain professional boundaries, to liaise in a professional manner with other professionals and to work in a positive and respectful way with the service user, families, friends and carers and health care professionals
- Ability to demonstrate respect for difference and diversity
- A non-judgemental, accepting approach to working with people whose behaviour may challenge the service
- Ability to work in a calm, patient and tolerant manner at a pace appropriate to the needs of the individual
- Ability to work constructively and co-operatively as part of a team
- Ability to demonstrate self-motivation and initiative
- Willingness to accept feedback, guidance and to reflect on practice
- Ability to support service users with their physical health needs, this may include pushing wheelchairs and using patient stretchers of which a degree of physical fitness will be required

CRIMINAL RECORDS CHECK

This post requires an enhanced criminal record check through the Disclosure and Barring Service (DBS).