

JOB FAMILIES ~ Customer Services

JOB TITLE ~ Helper Driver

Level descriptor – Level 2 (JG2)

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| <p>Role purpose: Required to undertake a broader range of routine tasks needing some formal training or practical work experience. These can be physical in nature and the post holder may be exposed to unfavourable environmental conditions. To collect, convey and deliver meals to service users in their own homes, reporting back as necessary on their welfare</p> | |
| <p>Typical activities</p> <p>To deliver meals to service users in accordance with a delivery list, ensuring that the service user is seen and that any case for potential concern is reported back.</p> <p>Follow instructions that detail the actions to be taken for each service user such as medication prompts, 'check and connect' forms, and no replies.</p> <p>To report to the kitchen at the appointed time, collect and load containers, checking the number of meals against the list provided</p> <p>Where a Council vehicle is used, to carry out daily and weekly safety checks and routines, reporting back as necessary and to complete vehicle/driver reports as necessary within laid down guidelines.</p> <p>Perform straightforward activities to provide information for others to use.</p> <p>Assist members of the public in assessing services available to them within the social care framework.</p> | <p>Knowledge, skills & experience</p> <p>Understanding and knowledge of the specific work environment</p> <p>Be able to perform routine activities after being shown how to do them</p> <p>Practical work experience and training to achieve NVQ Level 2 units in specific service user requirements</p> <p>Practical work experience to give an understanding of the processes and practices required or to operate simple machinery</p> <p>Experience of working with vulnerable/elderly adults.</p> <p>Full clean driving license. Reasonable adjustments will be made for applicants who are unable to drive as a result of a disability.</p> <p>Polite and courteous with colleagues and the general public</p> <p>Satisfactory enhanced DBS disclosure certificate (relevant applications and checks will be carried out before any job offer is confirmed).</p> |
| <p>Performance measures</p> <p>Quantifiable objectives ~ e.g.</p> <ul style="list-style-type: none"> • Assessment of safe work environment • impact evaluation of intervention/ activity • quality of records, <p>Feedback from service users and colleagues Condition of sites / machinery Key Performance Indicators (where available) Line manager assessment</p> | <p>Competencies</p> <p><u>Team Working</u> ~ cooperation and flexibility, learns from others and shares information <u>Outcome focused</u> ~ knows and understands relevant goals for own role and performs tasks to established standards <u>Problem Solving & initiative</u> ~follows guidelines to identify issues, refers issues to others where outside own remit <u>Planning & Organising</u> ~ follows routines and work schedules</p> |

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| | <u>Business Awareness</u> ~ Understands the contribution of own role to the work environment and understands the role of others in relation to their impact on own role |
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Equality and Diversity

We expect all employees to act professionally and to treat colleagues and the public with dignity and respect. This means setting a strong personal example of good equality and diversity practice at all times and ensuring they are sensitive to the needs and views of others and reflect this in the way they behave. Managers have additional responsibilities of managing others effectively by recognising and valuing each team member as an individual and always challenging inappropriate language and behaviour.

Health and Safety

We all have a responsibility to work within health and safety legislation, associated codes of practice, North Somerset Council's policies and procedures and our local safe systems of work and emergency arrangements.

Continuous Development

Our jobs and the way we do things evolve over time and we need to keep abreast of new technologies, legislation and methodologies for our own subject areas. We are responsible for reviewing and developing our own professional practice.