

Hertfordshire County Council Job Outline



JOB TITLE: Driver/Support Worker
GRADE: H2
REPORTS TO: Unit Manager
DEPARTMENT: Health & Community Services

PURPOSE OF THE JOB

To implement support plans detailing personal care and daily living needs of each person and how they wish this support to be given
To transport adults with disabilities to and from their homes to day services in a safe and proper manner.

MAIN AREAS OF RESPONSIBILITY

To implement the support plan for each person which may include:

- Supporting people with moving and handling
- Supporting people with eating and drinking
- Enabling individuals to take part in meaningful daily occupations and leisure activities
- Offering emotional support and encouragement to service users.
- Occasionally supporting people with personal/intimate care

To drive the allocated vehicle to the relevant establishment safely and with consideration for the comfort of the people on board.

To ensure that the vehicle is road worthy

To carry out daily and weekly checks on the vehicle as set out in the Driver Attendant Handbook and to keep the vehicle clean and tidy at all times.

Be responsible for reporting any defects to the vehicle or accidents involving the vehicle or clients to the fleet management team.

To assist clients carefully and safely to and from their homes and on and off the vehicles, ensuring that where a passenger travels in a wheelchair that the wheelchair is properly secured to the vehicle floor and that all seated passengers wear the correct safety restraints.

To notify the relevant Managers of any issues arising, for example when no contact can be made at clients' residence or where there are concerns regarding the clients well being.

To be aware of the correct recording procedures and complete as required.

To be able to work flexible hours and at all locations linked to the day service to meet the needs of the people in the service

To undertake any other duties that may be required as advised by Line Manager.

All staff must

Follow all County Council/HCS and local guidelines and written procedures and actively participate in improving the quality of service experienced by the people we support.

Abide by the code of conduct for Social Care Workers as stated by the General Social Care Council as this forms part of your employment contract.

Please note if you are appointed to this position you will be required to attend a ten day induction course.

The duties and responsibilities above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

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EQUAL OPPORTUNITIES

Hertfordshire County Council is committed to openness and equality of opportunity in every activity, from the way we employ staff to the way we deliver services. It is a central responsibility of members, managers and employees of the County Council to ensure that every individual that we come into contact with is treated with dignity and respect. A copy of the full policy, entitled Putting People First will be given to all staff, and a full briefing on the contents of the policy is included in induction.

CRIMINAL RECORDS BUREAU

This post is classed as having a high degree of contact with children or vulnerable adults and is exempt from the Rehabilitation of Offenders Act 1974. An enhanced disclosure will be sought through the Criminal Records Bureau as part of Hertfordshire County Council's pre-employment checks. Please note that additional information referring to the Criminal Records Bureau is in the guidance notes to the application form. If you are invited to an interview you will receive more information.

HEALTH AND SAFETY

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

PERSON SPECIFICATION

In possession of a valid UK Driving Licence with category D1 entitlement

Ability and capability to drive a larger vehicle safely and with confidence

Ability to deal with the physical demands of the position including:

- to be able to manoeuvre wheelchair users, who could be heavy ,in and out of transport vehicles,
- to be able to work in confined spaces, which can involve bending and crouching .
- To be able to support a variety of walking clients in and out of the transport to their base.

You do not need any previous experience or qualifications for this role but an ability to focus on the needs of the individual is essential. You will build up professional relationships with clients, family carers and other agencies and will listen to and understand the needs o disabled adults. You will be comfortable assisting clients with personal care.

You will confident using computer systems to organise and record information clearly and accurately or be able to attend training in these areas. You will be able to use your own initiative as well as work as part of a team. An important part of the role is being aware of risks at all times and reviewing how these can be minimised.

You will maintain confidentiality at all times.

The following are things that the people, w support have told us are important to them:

- Staff who are dependable and reliable and show respect for privacy and dignity
- Staff who listen and are patient and can help you feel better or happier when you are ill or sad.
- Staff who you can trust and who do not gossip about you to others.
- Staff who will do their best to help you when you need help or help you complain when you have been badly treated.
- Staff who say sorry when they get things wrong

KEY QUESTIONS

Please provide a supporting statement covering the 6 key questions below:

Question 1 of 6 - Tell us about your previous driving experience.

Question 2 of 6 - Tell us about your previous experience in a caring capacity and your ability to provide emotional support and personal care (e.g. bathing, toileting feeding). This can include voluntary work or an experience from your personal life.

Question 3 of 6 - Describe a situation where you have followed instructions and communicated clearly.

Question 4 of 6 - Outline how you would deal with a potentially difficult situation: for example a person you are working with has fallen and injured her/him self?

Question 5 of 6 - Provide an example of what might cause you concern about a work colleague's treatment of client, and what you would do about?

Question 6 of 6 - Please advise of specific units or locations you wish to be considered for

Supporting Statement: