

Job Description

Role Profile Passenger Transport Driver.

Service/Team Environment / Passenger Transport

Reports to Fleet Manager (job title subject to change)

Responsible for No supervisory responsibility

Number of posts circa 45

Post number TBC

Career Grade TBC

My job improves the quality of life for the people of Bournemouth, Christchurch, and Poole by safely transporting vulnerable older and disabled adults and children with SEND between their homes and day care / school or other journeys by accessible minibus or other vehicle.

Job Overview

- The transportation of vulnerable people as directed, by wheelchair accessible minibus or other vehicle, between their homes and day care, school or elsewhere with or without the assistance of a Passenger Assistant.
- To deliver a high quality, efficient passenger transport service; for passengers many of whom are vulnerable because of age, special needs and or disability, with regard for their comfort, safety and wellbeing.

Key Responsibilities

1. To show empathy when transporting passengers with a range of special needs. To treat passengers as individuals, helping where necessary and gently encouraging them to attend services when required.
2. Drivers are required to access passengers' homes and to assist them to and from the vehicle, preserving the passenger's dignity and respecting the other residents and their property.
3. To observe all Transport Regulations to ensure compliance with the Public Service Vehicle Operators Licence.
4. To be responsible for the vehicle whilst in operation including the safety of all passengers, including passengers travelling in wheelchairs.
5. To work in partnership with Passenger Assistants where employed.
6. To ensure roadworthiness by being responsible for daily vehicle safety checks and reporting any concerns accordingly.
7. To observe and comply with the Council's Health and Safety Regulations/Policy and Working Procedures.
8. To inform and liaise with the Passenger Transport office regarding any incidents, accidents or near misses involving passengers, or the vehicle.
9. Deliver excellent customer care to passengers and their families, internal and external organisations and members of the public, to promote the reputation and core values of BCP Council.
10. To be responsible for keeping the vehicle and equipment clean and in good condition. The cleaning of vehicles may include dealing with spillages of bodily fluids.

11. To maintain vehicle log sheets and complete other written reports as required.
12. To be flexible about working hours and be aware that on occasions additional hours will be required without notice because of operational circumstances.
13. Drivers may be required to attend training sessions and meetings outside of normal working hours this may include evenings and weekends.
14. To participate in risk assessments and to provide information to the Passenger Transport office about passenger's attendance, address, mobility, behaviour and operational practices so that Passenger Schedules remain up to date and accurate.
15. To participate in making suggestions to Passenger Transport office for improvements to routes and services.
16. To show professionalism by being proactive in the calm resolution of operational challenges including medical emergencies.
17. To be proactive in assisting with customer queries, provide them with advice and guidance, keeping line managers informed and escalating concerns where necessary.
18. To make appropriate decisions when faced with road closures/accidents/diversions to minimise disruption and to ensure the day-to-day operational service is maintained.
19. To undertake such other duties as may be required from time to time commensurate with the level of the post.
20. To comply with all decisions, policies and standing orders of the Council and any relevant statutory requirements, including the Equality Act, the Health and Safety at Work Act and General Data Protection Regulations.

Specific Qualifications and Experience

1. Over 21 years of age, with at least 2 years driving experience and a full PCV driving licence including category D or D1 (without restriction) valid to drive in the UK.
2. A current Drivers Certificate of Professional Competence and a commitment to maintain it by completing the required update training.
3. Proven experience of working in a customer facing role ideal within a social care or educational environment.
4. A knowledge of the characteristics, disabilities, and medical conditions of service users
5. Knowledge of the geography of the BCP conurbation.

Personal Qualities & Attributes

1. Patient, caring and empathetic with an understanding of vulnerable people of all ages with a range of physical and mental disabilities including dementia and SEND.
2. Physically capable of assisting service users with limited mobility in line with moving and handling procedures.

3. Warm, friendly and cheerful personality. Excellent communication skills, taking care to listen and communicate effectively to passengers who may struggle to communicate verbally.
4. Ability to work well as a lone worker or part of a small team.
5. The ability to respect the views of others and work as part of a team.
6. The ability to deal with unexpected issues remain calm under pressure.
7. Positive and confident.
8. Dedicated and reliable and punctual.

Job Requirements

1. Enhanced Disclosure & Barring Service check, with Childrens and Adults barring.
2. Must be able to travel, to different parking depots within BCP.
3. Flexible approach to working hours (Monday to Sunday) and the need to work overtime/toil at short notice.

This job description is not exhaustive and reflects the type and range of tasks, responsibilities and outcomes associated with this post.