

DRIVER

Identifying Facts

Current Job Title:	Driver
Service Sector:	-
Organisational Relationships:	-
Qualification Requirement:	Manual Handling Qualification MIDAS D1 Driving Licence Clean full Driving Licence

Job Purpose

To support customers accessing facilities and services within the community with the purpose of enhancing their quality of life.

Major Tasks

1. Transporting customers
2. Secure customers and their baggage in the bus
3. Health and Safety

Main Activities

1. Transporting customers

- 1.1. Liaising with staff and management in order to ensure that customers are able to access the transport as required (e.g.: clarifying with line manager where customers are late).
- 1.2. Planning and organising positioning of passengers within the vehicle according to the plan and/or any other special circumstances (e.g.: ensuring passengers are put in the vehicle in a way that they can be dropped off in sequence).
- 1.3. Accompanying/ walking/ guiding customers to the vehicle and, where necessary, assist them to move by providing physical support (e.g.: holding, pushing/ pulling wheelchair, etc). This may involve the use of a lift/ hoist.
- 1.4. Informing service of all relevant information and report any incidents occurred during the journey (e.g.: timing issues, incidents which might have distressed the customer).
- 1.5. Where relevant, welcoming and meeting customers at their homes and assess their overall condition by asking them and/or their carers/ relatives.
- 1.6. Where relevant, exchanging information with relatives involved with the customer's care regarding any circumstances and/or events that could affect the passenger's emotional and/or physical state during/after the journey (e.g.: the customer did not have a good sleep).

2. Secure customers and their baggage in the bus

- 2.1. Assisting customers in boarding the vehicle and secure them in accordance with health and safety procedures (e.g. make sure all service users are wearing belt).
- 2.2. Positioning and securing wheelchairs by handling device and restraint/clamping systems before the journey begins.
- 2.3. Loading and safely placing any other items in the vehicle (e.g.: bags, rucksacks, etc.).
- 2.4. Reassuring customers (e.g. while manoeuvring a wheelchair, lifting the passenger) by calmly talking to them, making eye contact, smiling, in order to avoid feelings of insecurity or distress.

3. Health and safety

- 3.1. Ensuring compliance with all legislative requirements and Capability Scotland's policies and procedures. Where necessary, seek for clarification from Management.
- 3.2. Carry out routine vehicle maintenance and daily checks and risk assessments in line with policies and procedures and report any issues to line management.
- 3.3. Actively communicate with customers, care staff, drivers and other parties in order to ensure the effective delivery of the service.
- 3.4. Electric Wheelchair Risk Assessments (for vehicle suitability)
- 3.5. Infection Control activities and Deep Cleaning of vehicles.

This role may also include:

4. Light household duties (e.g.: Assist cleaners/ school staff).
5. Shopping (e.g.: customer's lunch) and ensure money and receipts are safely kept in a sealed envelope.
6. Assist customers at the venues as required and agreed with care staff and management.
7. Covering administration duties when head driver on leave/absence
8. Job/Shopping runs for all departments (e.g.: (kitchen/maintenance/housekeeping)
9. Banking and Post Office run.
10. Maintaining daily vehicle paperwork (e.g.: vehicle run sheets, fuelling and keeping records for invoicing private hires etc.

Applicable for all roles:

To undertake any other duties related to the responsibilities of the post and which may be delegated by Capability Scotland management.

Agreement

Job holder: _____

Name: _____
Date: _____

Management Representative: _____
Name (Line Manager): _____
Date: _____

Trade Union Representative: _____
Name: _____
Date: _____