|  |  |
| --- | --- |
| **Job Title:** Driver | |
| **Reports To:** Registered Manager (RM) or their designated representative | **Reporting to Job Holder:** Not Applicable |
| **Overall Purpose:**  To provide transport services and facilities to meet customers and the Centre’s needs and requirements . | |
| **Principle Accountabilities:**  **Planning and Organising**   * To undertake driving duties as required for customers and the Centre, including accompanying customers to hospital and other appointments, social excursions, etc. as requested by the RM or their designated representative . * To ensure the proper storage and security of all vehicles and associated equipment and supplies located at the Centre. * To undertake the day to day maintenance and refuelling of Ben vehicles to ensure that they are in a clean and safe condition at all times and to arrange garage services and repairs, MOT and safety checks as required. * To maintain a daily log book for each vehicle and carry out vehicles safety checks on a daily and weekly basis. * To supervise and support customers on entry and exit from vehicles and in particular undertake the safe operation of the wheelchair lift. * To assist in maintaining the security of the Centre by ensuring that entrances and exits are locked and secured as directed by the RM or their designated representative. * To safely transport and deposit monies relating to the Centre to specified banks as required in line with standard operating procedures. * To safely transport prescribed drugs to and from specified surgeries or chemists as required in line with standard operating procedures. * To participate in the implementation of quality assurance programmes within the Centre and transport services in particular as required.   **Business Focus**   * To comply with current Fire, Health & Safety at Work and associated legislation by observing Ben’s policies and procedures and carrying out safe procedures and practices at all times, following appropriate reporting arrangements as required. * To work within the required Care Quality Commission standards and Ben policies and procedures at all times. * To follow current infection control guidelines to minimise risk to customers, visitors, colleagues and Ben. * To comply with Ben’s Safeguarding guidelines and reporting procedures. * To comply with Ben’s protocols and requirements on maintaining confidentiality   **Communication**   * To communicate effectively and appropriately with customers, their relatives and visitors to the Centre. * To inform the RM or their designated representative regarding any noted accidental damage, Road Traffic Accidents and other damage, loss or safety matters relating to vehicles and equipment and complete written reports as required. * To report immediately or as soon as reasonably practical any complaints, accidents or incidents involving colleagues, customers or visitors to the RM or their designated representative.   **Managing Performance**   * To participate in the assessment and evaluation of the quality and effectiveness of transport services provided to customers and contribute to the development and implementation of service/standard improvement plans as required. * To support and assist new colleagues under the supervision of the RM or their designated representative and act as a mentor to new starters as required.   **Stakeholder Relationships**   * Represent BEN and the Centre in a positive manner.   **Achieving Customer Service Excellence**   * To provide safe and reliable transport services to customers and colleagues, ensuring that the Centre is viewed in a positive way. * To recognise customers’ individual rights to dignity, privacy, choice and confidentiality.   **Additional Duties**   * To attend meetings and training sessions as required to support continuous learning and development and performance improvement. * To undertake any other duties specified from time to time by the RM or their designated representative.   **This job description is not intended to be an exhaustive list of responsibilities and will be regularly reviewed and amended as necessary after consultation.** | |
| **Deliverables – Key Measures:**  **Planning and Organising**   * To contribute to the provision of transport services which are of a high standard, ensuring that customers’ dignity, choice, and independence are maintained at all times. * The Centre’s vehicles are maintained to high standards of safety and reliability.   **Business Focus**   * To assist in the maintenance of a safe working environment at all times. * To ensure that all aspects of the regulatory and organisational policy/procedure frameworks are met. * Problems are avoided due to policies and procedures being followed.   **Communication**   * Customers and colleagues are informed about the transport services available to them within the Centre. * Critical incidents relating to the damage, loss or safety matters concerning the Centre’s vehicles are reported promptly and appropriate action is taken to resolve the issue to ensure customers and colleagues safety is maintained at all times. * To contribute to ensuring that complaints, concerns or incidents at the Centre are dealt with promptly, promoting a positive customer experience.   **Managing Performance**   * To support the delivery of agreed service/quality improvements for transport services within agreed timescales. * New colleagues receive dedicated assistance and mentoring from a more experienced colleague to improve their induction experience within their role and to address issues\concerns in a timely manner.   **Stakeholder Relationships**   * Stakeholders experience professional, positive and helpful interactions with Ben colleagues.   **Achieving Customer Service Excellence**   * To contribute to the delivery of a consistent level of service to customer which maintains high standards of safety and affords a level of independence and choice to customers in meeting their transport needs, ensuring the Centre is viewed in a positive way.   **Additional Duties**   * Accept ad hoc tasks/duties as required. | |
| **PRIDE**  values  To embody and deliver the role of Driver in line with our values:-  Passionate  Respectful  Inclusive  Driven  Empowered | |
| **Experience required:**  Experienced car and/or minibus driver.  Experience of driving customers with varying levels of ability is desirable but not essential. | **Technical Knowledge:**  Full clean driving licence with a D1 category is essential. |
| **Other significant role requirements:**  Demonstrate all of the Core Behaviours for this role on appointment or following successful completion of induction\ probationary period where new to the role.  Able to carry out a range of vehicle maintenance tasks and activities with minimal supervision.  Able to use and maintain tools and equipment in a safe manner.  Ability to carry out and complete routine work quickly and effectively to the highest standards.  Able to deal with customers sensitively and with consideration at all times and in a manner that respects their dignity, independence and choice.  Ability to maintain all aspects of confidentiality and to comply with all legislative requirements in relation to customers and colleagues.  Basic numeracy and literacy skills to read and understand procedures, instructions and to undertake routine administration tasks accurately, as required. | |
| **Date updated: November 2017** | |