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| **Job title:** Driver |
| **Reports to: \***Care Centre Manager/ Ancillary Services Manager/ Wellbeing Leader (dependant on location) | **Reporting to job holder:** Not Applicable |
| **Overall purpose:**To provide transport services and facilities to meet residents and the Ben’s needs and requirements . |
| **Principal accountabilities:****Planning and organising*** To undertake driving duties as required for residents and at a designated Ben site, including accompanying residents to hospital and other appointments, social excursions, etc. as requested by their line manager or their designated representative.
* To ensure the proper storage and security of all vehicles and associated equipment and supplies located at the services.
* 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 residents on entry and exit from vehicles and in particular undertake the safe operation of the wheelchair lift.
* \*To assist in maintaining the security of at a designated Ben site by ensuring that entrances and exits are locked and secured as directed by their line manager or their designated representative.
* \*To safely transport and deposit monies relating to the at a designated Ben site 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 set up facilities as required for Events and Activities
* \*To support Owners with a variety of simple tasks including carrying shopping to apartments, smoke alarm battery changes and operation of white goods/heating etc.
* \*To assist with general day to day upkeep of communal areas at a designated Ben site.
* \*To deliver internal post within a designated Ben site.
* \*To undertake driving duties for Lynwood Care Centre as directed by Line manager.
* To participate in the implementation of quality assurance programmes at a designated Ben site and within the transport services in particular as required.
* Support resident to load and unload shopping ensuring it is securely and safely stowed for travel.

**(NB: \*denotes tasks to be undertaken dependant on location)****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 (CQC) standards and Ben policies and procedures at all times.
* To follow current infection control guidelines to minimise risk to residents, 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 residents, their relatives and visitors to a designated Ben site.
* To inform their line manager 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, residents or visitors using the correct reporting system and advising their line manager or their designated representative.

**Managing performance*** To participate in the assessment and evaluation of the quality and effectiveness of transport services provided to residents and contribute to the development and implementation of service/standard improvement plans as required.
* To support and assist new colleagues under the supervision of their line manager or their designated representative and act as a mentor to new starters as required.

**Stakeholder relationships*** Represent BEN and the services in which the post holder operates in a positive manner.

**Achieving resident service excellence*** To provide safe and reliable transport services to residents and colleagues, ensuring that the services in which the post holder operates is viewed in a positive way.
* To recognise residents’ individual rights to dignity, privacy, choice and confidentiality.
* To value and support diversity and equality of opportunity for our residents and colleagues.

**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 their line manager 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 residents’ dignity, choice, and independence are maintained at all times.
* Ben’s vehicles located at a designated site 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*** Residents and colleagues are informed about the transport services available to them.
* Critical incidents relating to the damage, loss or safety matters concerning vehicles located at a designated Ben site are reported promptly and appropriate action is taken to resolve the issue to ensure residents and colleague’s safety is maintained at all times.
* To contribute to ensuring that complaints, concerns or incidents at a designated Ben site are dealt with promptly, promoting a positive resident 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 resident service excellence*** To contribute to the delivery of a consistent level of service to resident which maintains high standards of safety and affords a level of independence and choice to residents in meeting their transport needs, ensuring the services within which the post holder operates are viewed in a positive way.
* Residents and colleagues experience a positive and engaging environment where they are treated with respect and their differing needs are recognised, valued and responded to appropriately.

**Additional duties*** Accept ad hoc tasks/duties as required.
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| **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 residents with varying levels of ability is desirable but not essential.
 | **Technical Knowledge:*** Full clean driving licence with a D1 category is essential.
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| **Other significant role requirements:** * Demonstrate the Core Behaviours for 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 residents 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 residents and colleagues.
* Basic numeracy and literacy skills to read and understand procedures, instructions and to undertake routine administration tasks accurately, as required.
* Able to demonstrate a commitment to diversity and the achievement of equality of opportunity in both employment and service delivery.
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| **Date updated: June 2019** |