

Job specification



Job title: Adult Social Care Transport Relief Driver
Service: Local Kitchen, Transport & Road Safety (LTRS)
Grade: G4
Reporting to: LTRS Operations Area Supervisor

Your job

Adult social care transport relief drivers operate a daily split shift. Relief drivers are allocated varying routes using the council's in-house 16-seat minibuses to ensure all service users can access transport when programmed. Alongside a Passenger Assistant you will collect vulnerable adults from their homes, secure them safely on the bus and transport them to and from day support centres and community interest companies. Some service users have special educational needs, learning disabilities or dementia. You are responsible for the safety, wellbeing and comfort of each service user during transit. You will be subject to an enhanced disclosure check.

Mandatory statement:

The Council is committed to complying with the European General Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection Regulations.

In this job you will

In the next 12 months, you will:

- Complete Passenger Assistant Training Scheme (PATS)

On an ongoing basis you will:

- Complete any allocated bus route irrespective of length (miles and/or time) to meet service needs and ensure all vulnerable passengers are taken safely to and from their day support services, community interest companies or respite centres.
- Undertake routine daily vehicle maintenance checks and report all vehicle or equipment defects immediately to fleet services, or subject to safety, at the end of each working day.
- Work with the passenger assistant to help service users on and off the vehicle at the start and end of their journey.
- Have a positive and flexible approach to adult social care transport service delivery to ensure the maximum amount of service users are transported to their essential support services every day.
- Ensure all passengers are securely seated and safely strapped in prior to commencing the journey.
- Be responsible for refuelling the bus that you are assigned on any given day.
- Carry out a regular internal and external cleaning programme to maintain the vehicle in a clean and tidy condition, including the tail lift.
- Be responsible for the security and safe and lawful operation of the allocated vehicle, including compliance with local manoeuvring guidance.
- Ensure that all service users and personal belongings are not left on the vehicle at the end of the morning and afternoon transport journeys.

- Engage and work with your passengers who may have a range of disabilities and complex needs.
- Build positive and considerate relationships with passengers, their families, and carers.
- Generate and maintain an effective dialogue with all stakeholders to ensure an outstanding and reliable service.
- Attend all mandatory staff engagement sessions, My Time interviews and training courses as directed.
- Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules.

In this job you will need

You must be able to demonstrate the following essential requirements: -

- Have a full clean driving licence, including category D1 or equivalent.
- Have previous experience within a driving role.
- Be able to carry out the physical aspects of this role which includes operating a tail lift and manoeuvring passengers who use a wheelchair.
- Ability to work unsupervised and as part of a team with your passenger assistant.
- Knowledge and understanding of safeguarding procedures for vulnerable adults.
- Ability to use initiative to respond to and resolve problems as required.
- Excellent communication and interpersonal skills.
- Maintain flexible and positive attitude to short notice route alterations which support wider service outputs.
- Be digitally confident.
- A willingness to undertake further relevant training as required.
- Ability to recognise the importance of ensuring a secure and safe environment for all users of the service.
- Be punctual and reliable and of smart appearance.

Our culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **Team Wigan** behaviours.

Be Positive... take pride in all that you do

Be Accountable... be responsible for making things better

Be Courageous... be open to doing things differently

Be Kind... be helpful, generous and thoughtful towards yourself and others

Together we will

Deliver Deal 2030, working alongside our communities to make Wigan Borough an amazing and inclusive place to live and work, building a better future.

We will



Genuinely care for you and your wellbeing.



Champion a culture that inspires you to thrive.



Listen and engage with you to bring your ideas to life.



Celebrate your contribution and support you to reach your goals and aspirations.

I will



Look after my wellbeing and be kind to myself and others.



Work with others across #TeamWigan to be courageous, innovative and embrace technology.



Share my ideas and be accountable for making things happen.



Own my development and let my passion and positivity shine through.