

# 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, 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).
- 5. Assist customers at the venues as required and as agreed with care staff and management.
- 6. Banking and post office ‘runs’, shopping runs for all departments or customers. Will ensure money and receipts are safely kept in a sealed envelope.
- 7. Maintaining daily vehicle paperwork (e.g.: vehicle run sheets, fuelling and keeping records for invoicing private hires) and covering administration duties when manager on leave/absence.

**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):

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Date:

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Trade Union Representative:

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Name:

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Date:

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