

# Lancashire County Council

## Role Profile

### Grade Profile - Grade 3 – Support Roles

Applies to **all** posts at Grade 3

<b>Purpose</b> To carry out a range of tasks in support of, or the delivery of, the service.
<b>Scope of Work</b> Role holders will undertake a range of routine procedures and use associated tools and equipment. Some personal initiative may be required.
<b>Accountabilities/Responsibilities</b> The following are a range of duties that are appropriate to this grade. The Operational Context Form will specify duties appropriate for the role. <ul style="list-style-type: none"><li>▪ Solve straightforward problems; or</li><li>▪ Exchange routine information with members of the public; or</li><li>▪ Carefully use expensive equipment; or</li><li>▪ Handle and process information; or</li><li>▪ Instruct, and check the work of, others; or</li><li>▪ Personal care tasks such as the administration of prescribed medication or the provision of support to passengers who require physical or medical intervention.</li></ul>
<b>Skills, knowledge and experience</b> <ul style="list-style-type: none"><li>▪ Experience or the ability to demonstrate the competence to carry out of the job.</li><li>▪ Possession of, or the ability to demonstrate the capability to gain, relevant certificates of competence or equivalent where applicable.</li><li>▪ The ability to work without close supervision.</li></ul> <p>In addition to the skills, knowledge and experience described above, you may be required to undertake a lower graded role as appropriate.</p>
<b>Performance Indicators</b> <ul style="list-style-type: none"><li>▪ Completion of tasks to required standards and deadlines.</li></ul>

# Lancashire County Council

## Operational Context Form

<b>Post title: Driver Attendant</b>					
<b>Directorate:</b> Highways and Transport – Public and Integrated Transport			<b>Location:</b>		
<b>Establishment or team:</b>		Integrated Transport Services		<b>Post number:</b>	
<b>Grade:</b>	Grade 3	<b>Staff responsibility:</b>	No	<b>Essential Car user:</b>	No
<p><b>Scope of Work:</b></p> <p>To transport and assist passengers with disabilities and sensory impairments in a safe, caring, professional manner.</p>					
<p><b>Accountabilities/Responsibilities:</b></p> <ul style="list-style-type: none"> <li>• Transporting passengers in a safe and caring manner</li> <li>• Providing care duties associated with transport services. For example, assisting passengers to prepare for the journey and to and from and on and off the vehicle and ensuring passengers are safe and comfortable when on the vehicle</li> <li>• Ensuring passengers reach their destination / activity safely on group trips</li> <li>• Working as a team with the Passenger Assistant (where one is provided) in the delivery of the service</li> <li>• Operating the vehicle passenger lift to enable passengers to board and alight from the vehicle</li> <li>• Ensuring the safe application of seatbelts, wheelchair clamps and straps and other specialist equipment</li> <li>• Carrying out vehicle checks, fuelling and cleaning as required by Integrated Transport procedures</li> <li>• Completion of records as required by Integrated Transport procedures</li> </ul> <p>Undertaking other driving and attendant duties as and when required</p>					
<b>Prepared by:</b> Ian Wilkin			<b>Date:</b> July 2015		

The above form sets out the area of work in which duties will generally be focused, and gives an example of the type of duties that the postholder could be asked to carry out. **PLEASE NOTE** that this is for guidance only. Postholders are expected to be flexible and to operate in different areas of work/carry out different duties as required.

**Equal opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

**Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must co-operate with us to apply our general statement of health and safety policy.

**Safeguarding Commitment**

We are committed to protecting and promoting the welfare of children, young people and vulnerable adults.

**Customer Focus**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

**Skills Pledge**

We are committed to developing the skills of our workforce. All employees will be supported to work towards a level 2 qualification in literacy and /or numeracy if they do not have one already.

# Lancashire County Council

Person specification		
<b>Post title:</b> Driver Attendant	<b>Grade:</b> Grade 3	
<b>Directorate:</b> Highways and Transport – Public and Integrated Transport	<b>Post number:</b>	
<b>Establishment or team:</b> Integrated Transport Services		
Requirements	Essential (E) or Desirable (D)	To be identified by: application form (AF), interview (I), test (T), or other (give details)
<b>Qualifications</b> MIDAS (Minibus Driver Awareness Scheme) certificate or PCV Licence	D	AF, I
<b>Experience</b>		
Experience of working as part of a team.	E	AF, I
Experience of driving passenger carrying vehicles and / or larger vehicles	D	AF, I
Care related experience	D	AF, I
Experience of record keeping	D	AF, I
<b>Knowledge and skills</b>		
Physically fit (able to manoeuvre passengers in wheelchairs)	E	O
Good communication skills	E	AF, I
Good 'people' skills (friendly, considerate, patient, empathy etc.)	E	AF, I
An awareness of the needs of people with special needs including frailty, disabilities and sensory impairments	D	AF, I
<b>Other (include special requirements)</b>		
1. Full current driving licence inc D1 Category	E	AF, I
2. Commitment to Equality & Diversity	E	I
3. Commitment to Health & Safety	E	I
<b>Date:</b> Jan 07		
<b>Note: We will always consider your references before confirming a job offer in writing.</b>		

## LANCASHIRE COUNTY COUNCIL

### PRE-EMPLOYMENT RISK IDENTIFICATION FORM (R.I.F.)

(NB Completion of this form does not fulfill the requirement to undertake a general risk assessment under the management Health and Safety at Work Regulations 1999)

A Pre-employment Risk Identification Form must be completed by the Head of Service/ Headteacher/Line Manager. If any assistance is required in completing this form, please contact the Health and Safety Team.

#### **CONFIDENTIAL**

Team/Establishment	Integrated Transport Services
Post title	Driver Attendant
Description of main activities the employee will be required to undertake (or attach role profile)	
Form completed by: (print name) Jill Nicholl	

#### **A. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)**

**Managers should note that if any of the following 10 activities are involved, there is an automatic requirement for a pre-employment assessment by Occupational Health and, possibly, for subsequent Health Surveillance.**

		YES	NO
1	Work at heights ( <i>e.g. over 2m from tall step/extension ladders; scaffold towers, roofwork etc.</i> ).	<input type="checkbox"/>	<b>X</b>
2	Work in excessively noisy environments above statutory control limits ( <i>Highly unlikely to include examples associated with any office environments. Examples might include use of woodworking machinery, road drilling, masonry cutting etc.</i> ).	<input type="checkbox"/>	<b>X</b>
3	Work in unusual environmental conditions ( <i>e.g. where access or egress or free flow of air may be restricted or where there may be a build up of gases, vapours or fumes or the use of breathing apparatus is required.</i> ).	<input type="checkbox"/>	<b>X</b>
4	Use of hand operated tools and equipment known to be associated with hand arm vibration syndrome ( <i>e.g. percussive metalworking tool; rotary handheld tool [not floor polishers]; grinders; percussive hammers and drills etc.</i> ).	<input type="checkbox"/>	<b>X</b>
5	Driving a heavy goods vehicle, coach, bus or minibus belonging to Lancashire County Council, transporting others in their own vehicle, or regularly transporting more than three other people as part of normal duties.	<b>X</b>	<input type="checkbox"/>
6	Some contact with hazardous substances ( <i>e.g. chemicals with an orange warning label indicating: very toxic; toxic; harmful; corrosive; sensitising by inhalation/skin contact; carcinogenic; mutagenic; toxic for reproduction; professional bio/pesticides; organophosphates; gluteraldehyde; latex gloves.</i> ).	<input type="checkbox"/>	<b>X</b>
7	Prolonged or frequent exposure to machine generated wood dust, or other heavy or excessive concentrations of mineral dust.	<input type="checkbox"/>	<b>X</b>
8	Work with lead or lead-based products ( <i>e.g. some paints.</i> ).	<input type="checkbox"/>	<b>X</b>
9	Food handling/preparation (of raw or uncooked food only).	<input type="checkbox"/>	<b>X</b>
10	Occupational fieldwork or work in extreme conditions ( <i>e.g. involving excessive heat or cold or frequent walking for long distances over rough terrain in all weather conditions, forestry/countryside work.</i> ).	<input type="checkbox"/>	<b>X</b>

**B. The post to which this form refers will or may involve one or more of the following activities. (Please indicate YES or NO)**

**This section is for the information of applicants and does not facilitate a referral to Occupational Health.**

		YES	NO
11	Face to face contact with the public/service users (e.g. at sensitive front line posts re abuse, aggression, assault).	X	<input type="checkbox"/>
12	Working in isolation/lone working.	X	<input type="checkbox"/>
13	Work with electrical wiring (e.g. colour blindness).	<input type="checkbox"/>	X
14	Work where there may be an increased risk of needlestick injuries or blood borne infections HIV; Hepatitis B; Hepatitis C: (e.g. site supervisors; site work, grounds or buildings maintenance, gardeners; some carers).	<input type="checkbox"/>	X
15	Work that may bring the employee into contact with rats, rat contaminated ground or other animals or livestock (e.g. risk of weils disease, other animal borne diseases, zoonoses).	<input type="checkbox"/>	X
16	Manual handling (other than routine office/administrative lifting and carrying e.g. assisting / moving service users with mobility problems, portering type activities).	X	<input type="checkbox"/>
17	Working with vulnerable service users (e.g. children with disabilities; the elderly; children/adults with learning difficulties; alcohol/drug abusers).	X	<input type="checkbox"/>
18	Work involving repetitive movements or forced posture (e.g. twisting, screwing, movements of the hands wrists, arms and/or shoulders awkward body and limb posture or excessive force, bending, kneeling).	X	<input type="checkbox"/>
19	Work as a regular display screen user (where more than 1/3 of a person's time is spent using DSE continuously over any 1 month period).	<input type="checkbox"/>	X

Any other occupational hazards/comments that you consider to be relevant to the post which are not included above:

MANUAL HANDLING INVOLVES WHEELCHAIR LIFT ON A VEHICLE AND SECURING WHEELCHAIR TO FLOOR OF VEHICLE USING CLAMPS AND STRAPS. EXPOSED TO TRAFFIC HAZARDS WHILST ACCOMPANYING SERVICE USERS.

<b>Head of Service/Headteacher/Line Manager</b> <i>(please print)</i>		Ian Wilkin	
<b>Telephone Number:</b>		<b>Date:</b>	