

Epsom & Ewell Borough Council

Role Profile Template

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| Role Title: | Community Services Driver Operative/Admin |
| Job Family: | General Operative |
| Service: | Community and Wellbeing Services |
| Location: | Operational Services |
| Reporting To: | Operative Driver / Chargehand Operative / Supervisor / Team Leader |

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| Role Purpose: | To provide day to day manual service delivery within Operational Services. |
| <i>Why the role exists and its contribution</i> | As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture |

Main Duties and accountabilities

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| Service Specific | <ul style="list-style-type: none"> • To provide and deliver : • Admin support to all the services below • Transport from Home • Meals at Home and • Maintain Community Alarm and • Telecare equipment • To Maintain customer records • Process referrals • Book appointments • Manage Database • Drive Accessible vehicles up to B license and complete daily defect checks • Deliver Meal at home and Shopping • Install Community alarm and telecare • Work effectively within a team • Ability to use operational tools to install community alarm equipment |
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| | <ul style="list-style-type: none"> • Vehicle Use - Operate and comply when using tail lift, wheelchairs, straps, clamps, and dashboard features within the Health and safety guidelines • Ability to work in awkward/constrained positions e.g. installing alarms/telecare where phone points are located • Daily effort – e.g. lifting/carrying, pushing/pulling, standing/walking, rubbing/scrubbing/digging - the time spent on each activity per day and the level of demand. • Daily effort – lifting/carrying meals at home boxes to vehicles. Pushing/pulling wheelchairs onto and off vehicles, assisting clients to and from vehicle and securely walking with them into buildings/hospitals. • Level of mental attention – Must be mentally focused at all times, paying attention to vulnerability levels of each client and making on the job risk assessments based on surrounding e.g. type of weather • Processing information – Accurately taking down clients financial and bank information when installing an alarm, dealing with security and discretion at all times. • Responsibility levels – High level of responsibility when installing alarms and telecare to ensure that emergency system is left working so client can be safe in their home. • Completing daily welfare checks on meals at home clients, checking on clients in hot/cold weather, visiting clients at the same time daily allows drivers to notice if there is a decline in health. • Ability to work effectively in all weather conditions – drivers have a duty to deliver services to vulnerable client's services e.g. working alongside Ranger Service to deliver meals in 4x4 vehicles when snowing. • Must be Dementia aware – understanding the level of care that is needed and have the ability to make on the job decisions and understanding the risk of exposure to verbal and physical abuse. • GDPR aware – securely disposing of confidential paperwork at the end of the day. always Dealing with client information with confidentiality and discretion |
| Generic Duties | <ul style="list-style-type: none"> • Working under instruction individually and as part of a team, undertake manual work to contribute to the cleanliness, |

infrastructure and appearance of Epsom & Ewell Borough

- Participate in learning provided to perform role successfully and to the standards expected.
- Meet designated targets within specified timeframes as set out in the agreed work schedule for that day or week. Deliver targets in line with the relevant standard operating procedures and training provided and contribute to My Performance Conversations
- In addition to the agreed work schedule, proactively, respond to and resolve any issues as and when they arise
- Drive LGV vehicles up to 7.5tonnes with due care and attention, adhering to current driving and vehicle legislation. Undertake daily checks of the given vehicle in line with procedure to ensure that any defects are reported using the correct paperwork
- Use specialist equipment and technical plant relevant to the specialist work undertaken in addition to the use of general tools and hand operated power tools appropriately and safely as instructed and, in addition, when they are necessary.
- Carry out construction, installation and relevant inspection duties as and when required
- Wear the appropriate uniform and protective clothing provided and behave in a way that promotes the professionalism of Epsom & Ewell Borough Council
- Operate in a way that protects the health and safety of you and that of others, in accordance with the Health and Safety at Work Act 1974. This includes preparing and regularly checking the environment in which you are working to ensure it is safe for you and anyone else who may be there now or in the future
- Take responsibility for raising any issues, concerns or good ideas as part of the work to ensure the supervisor is able to help meet targets and the Council meet its statutory requirements
- Work across different delivery teams as and when is required and provide a report on activity and progress to the supervisor as and when requested
- Help, assist and instruct temporary employees as required

The key decision making areas in the role

- To ensure vehicle is roadworthy and to refer any identified problems to the office or mechanics immediately.
- Making sure correct equipment is taken to appointments and bringing spare equipment if possible.
- Financial reconciliation is completed by the end of the day.
- Ensure all client feedback is reported confidentially and schedules are disposed of securely.
- Choosing secure Keysafe codes for clients in the absence of family members
- Calling emergency services whilst on the job in emergency situation and making sure to inform the office immediately

Completing on the job risk assessments on whether clients should travel on the vehicles

Customers and contacts

- All staff, Clients, Carers/Family members, Members of the public, Adult Social Care, Health care professionals, Emergency Services, Mole Valley monitoring centre.

Dimensions of the role

Financial

- Reconcile Direct Debit Accounts
- Reconciliation of monies paid in at the end of the day

Non-financial

- Maintain a Database
- Communicate with Stakeholders and customers
- Categorisation and totalling of passenger numbers, meals, equipment.

Person Specification

| <u>Qualifications and Training</u> | | AP | AS |
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| General standard of education | E | X | |
| Full clean driving licence | E | X | |
| IT experience with Word/Excel/Databases | E | x | |
| B1 classification on driving licence | | X | |
| <u>Experience</u> | | | |
| Experience of working in an office environment | E | x | |
| Experience of dealing with the general public face to face | E | X | |
| Experience of working in a customer focused environment | E | X | |
| <u>Knowledge/ Skills / Attributes</u> | | | |
| Ability to work under pressure and to tight deadlines | E | X | |
| Excellent customer service & ability to deal with vulnerable and older clients | E | X | |
| Good organisational skills | E | X | |
| Ability to anticipate needs of others and work as part of a team | E | X | |
| Effective communication skills | E | X | |
| Ability to work with minimum supervision | E | X | |
| A knowledge of Health and Safety | E | X | |
| Ability to analyse and reconcile cash amounts | E | X | |
| <u>Special Requirements</u> | | | |
| Adaptability to changing working patterns | E | X | |
| Flexibility to work over the lunchtime period and to cover for sickness and holidays | E | X | |
| Able to assist clients on/off vehicles safely | E | X | |
| Ability to lift meals from kitchen to the van safely | E | X | |
| Must be legally entitled to work in the UK. | E | X | |