

Role Profile – Driver/Support Worker

INFORMATION ABOUT THE ROLE:

Group:	Enablement and Independence Service
Service:	Integrated Adults and Social Care Service
Location:	Blaydon Resource Centre
Line Manager:	Team Leader
Car User Status:	Casual

Grade E – SCP 8-11, £24,702 – 25,979 per annum

WHAT WE WANT YOU TO DO.....

- To transport service users using a Council Minibus or People Carrier to and from their service and to opportunities in the wider community.
- To support service users to safely use the vehicles, this may include, securing wheelchairs and using vehicle tail lifts, taking into consideration the service users moving and handling and other support needs.
- To liaise with senior staff to receive any information regarding service users and service delivery and report back any concerns, changes or progress in the service users circumstances and record these changes appropriately.
- To support in the delivery of activity based/ person-centered care for people who have a wide range of care and support needs and which are delivered in a variety of community and building based settings.
- Attend all training as required by the ABC Team Leaders and in accordance with mandatory training requirements and best practice.
- Actively participate in team meetings, supervisions, Achievement and Development meetings.
- To have a flexible approach to work commitments in order to meet the changing needs of the service.
- To communicate effectively with colleagues, carers and other professionals in order to share knowledge, seek advice and enable effective service delivery
- To undertake such other responsibilities allocated, which are appropriate to the grade of the post.



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WHAT YOU NEED TO BE SUCCESSFUL..... THE ESSENTIALS

THE KNOWLEDGE

- An Understanding the needs of vulnerable people and how disabilities can impact on their day-to-day opportunities.
- Knowledge of Service User group and relevant legislation

THE QUALIFICATIONS

- Full UK driving licence
- Prepared to undertake Local Authority minibus assessment.
- Willingness to attain the Care Certificate or NVQ qualification.

THE EXPERIENCE

- Demonstrate aptitude and awareness to support people with a wide range of care and support needs, including people with complex needs
- Ability to communicate at all levels with colleagues, carers and other professionals.
- Ability to work safely and competently both individually and as part of a team
- Ability to demonstrate compassion and empathy in meeting the care needs of service users.
- Experience of supporting with personal care.
- Experience of Supporting people who have a disability.



OUR COMPETENCIES... *HOW WE WANT YOU TO BE*

CUSTOMER FOCUSED

Puts the customer first and provides excellent service to both internal and external customers

GREAT AT COMMUNICATION

Uses appropriate methods to express information in a clear and concise way to make sure people understand

TEAM PLAYER

Works with others to achieve results and develop good working relationships

MAKE THINGS HAPPEN

Takes responsibility for personal organisation and achieving results

FLEXIBLE

Adapts to change and works effectively in a variety of situations

LEARN AND DEVELOP

Actively improves by developing and applying new skills and knowledge and learns from past experiences

