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| Service and job specific context statement |
| **Directorate:** | Business and Environmental Services |
| **Service:** | Integrated Passenger Transport |
| **Post title:** | Driver (Minibus) |
| **Grade:** | C |
| **Responsible to:** | Operations Officer |
| **Staff managed:** | None |
| **Date of issue:** | August 2016 |
| **Job family:** | **OS - Operational Support**  |

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| Job context |
| The Integrated Passenger Transport Operations Team is responsible for the safe and efficient use of seventy-five minibuses used to transport people in North Yorkshire. The team comprises approximately 230 drivers and passenger assistants that operate at locations throughout North Yorkshire.The team delivers approximately 250,000 passenger journeys per year including 20,000 wheelchair user journeys. The transport provided enables people to access day centres, learning opportunities, supported employment and other meaningful activities in our community. We also undertake registered local bus services and community transport journeys.The team also provides passenger assistants for children who require extra support to attend school. We also deliver MIDAS / PATS training to NYCC employees and volunteer minibus drivers.The post holder is expected to deliver their part in operating a safe, reliable and cost effective transport service. The main purpose of the role is to drive accessible and non-accessible minibus (up to 16 passenger seats) or people carriers (up to 8 passenger seats). This role involves spoken communications so a confident use of English language is required.This post requires an Enhanced DBS clearance. |
| Job specifics – Local Service Minibus | **Job specifics – Social Care** |
| Postholder provides demand responsive services and local bus services for the general public.These services will be operating to a timetable and involve transport for the general public. The driver is expected to operate to the timetable as required.Occasional requirement to take small cash payments. | Transport is for passengers in receipt of social care transport or school transport support normally operating with a passenger assistant.The passengers are vulnerable adults and children and require additional support. They may have a range of physical, sensory and learning disabilities, they may have communication difficulties, poor mobility and may exhibit behaviour that other people find extremely challenging. The role requires a high level of responsibility and duty of care. The driver would be expected to work closely with the passenger assistant. There may be times when a driver would be expected to act as a passenger assistant and would be remunerated commensurate with that role.There will be a requirement to take small cash payments for a journey and ensuring safe keeping of any cash / vouchers provided as and when required. |

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| Structure |
| Operations Officer |

Other IPT staff

Carers

Centres and other venues

Passengers

Passenger Assistants

Driver (Minibus)

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| Job Description |
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| Job purpose | The main purpose of the role is to drive accessible and non-accessible minibus (up to 16 passenger seats) or people carriers (up to 8 passenger seats). |
| Operational management | * To drive a vehicle in a safe, legal and competent manner.
* To ensure the safety, comfort and general wellbeing of passengers while in transit and to be vigilant and attentive to their needs and assist as required.
* Ensure wheelchair occupant restraints and tie downs are used.
* Ensure luggage, walking frames etc. are properly secured during transit.
* To drive the vehicle to designated places ensuring the vehicle arrives and departs in a timely fashion and that the daily timetable is adhered to.
* Operate the tail lift or ramp to ensure safe transfer of wheelchair and walking frame users onto the vehicle. Accompany and reassure the passenger, where safe to do so, on the tail lift, doors, steps etc. in such a way as to ensure safety of all persons on or around the vehicle
* To ensure the vehicle and its contents are adequately secured at all times.
* To maintain the internal and external cleanliness of vehicles to a high standard.
* To ensure that a walk-around vehicle check is completed and recorded as required and defects reported / recorded in line with procedures.
* To report collisions, incidents and accidents, including near misses, involving passengers and staff promptly in accordance with County and Directorate procedures.
* Administer emergency First Aid in accordance with training provided.
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| Communications | * To liaise with Operations Officer, other directorate staff to ensure any changes in passenger requirement is reported to main IPT office.
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| Resource management | * To ensure the vehicle is operated safely and to ensure it is secure when unattended.
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| Safeguarding | * To ensure any safeguarding concerns about adults of children are reported as soon as possible.
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| Person Specification |
| Essential upon appointment | **Desirable on appointment** |
| Knowledge* Knowledge of safe operation of vehicles.
 | * Knowledge of First Aid
* Knowledge of routine vehicle checks
* Knowledge of Health & Safety issues in a driving role
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| Experience* Experience of a face to face customer service role.
 | * Experience of driving a minibus (from 9 up to 16 passenger seats and under 8m in length).
* Experience in a care environment
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| Occupational Skills* Completes accurate written records.
* Communicates effectively with customers and colleagues
* The ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.
* Takes responsibility for maintaining own and others’ health and safety. Manages pressure effectively and copes well with setbacks.
* Able to listen and understand a person speaking using questioning and appropriate
* Literacy & Numeracy skills to Level 1
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| Professional Qualifications/Training/Registrations required by law, and/or essential for the performance of the role* D, D1 or D1(101) entitlement on Driving licence
* PSV Driver’s Certificate of Professional Competence or willingness to undergo training to attain this qualification.
 | * D1 or D Vocational Licence
* Minibus Driver Awareness Scheme
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| Other Requirements* Current Driving Licence
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| Behaviours  | [Link](http://www.northyorks.gov.uk/article/23524/What-you-should-know-before-applying-for-a-job) |

NB – Assessment criteria for recruitment will be notified separately.