

GO NORTH DEVON LTD

Job Description Form

Title of Post: Driver

Hourly Rate: £8.80

Annual Leave: 28 days including Bank Holidays (pro rata).

Hours: Minimum of 16 hours per week.

The working days/hours will vary each week according to passenger demand. We offer a minimum of 16 hours per week over 2 days. However it is likely that your working day will extend to a maximum of 11 hours when on duty. In addition to the “minimum” hours you will be expected to provide holiday and sickness cover for other drivers to ensure the operational demands of the organisation are met.

Responsible to: The Manager through the Co-ordinator.

Date: March 2019

Job Purpose:

To undertake all driving duties associated with the services co-ordinated by Go North Devon Ltd (GND).

Major Tasks

1. Driving.
2. Basic vehicle maintenance.
3. Promotion of Go North Devon.
4. Cancer Care Car Service, Ring & Ride Service(s), and the Education/Welfare Contracts.
5. Other duties.

1. Driving

- 1.1. The driver will be required to drive a car and on occasion an accessible vehicle up to 16 seats and must be either County approved or hold a PCV licence.
- 1.2. The driver will be required to keep a clean current driving licence for the type of vehicle they are driving and inform their Manager immediately if there is any change in their licence, i.e.
 - ◆ Changes in vehicle categories covered.
 - ◆ Penalty points.
 - ◆ Disqualification.
 - ◆ Legal proceedings for a motoring offence.
 - ◆ Any medical condition which may affect the renewal date or granting of the licence, or any extra medical reports requested by the licensing authority.
- 1.3. GND and Devon County Council requires that drivers on its routes who are aged 70 or over meet the Group 2 Medical standards used by DVLA (for bus drivers) and by the Licensing Authorities (for taxi drivers).
- 1.4. Possession by a driver aged 70 or over of a current PCV/LGV Driving Licence or Hackney Carriage Licence or Private Hire Licence satisfies the County Council as to the holders medical fitness to drive on its routes for as long as the licence remains valid.
- 1.5. Comply with Devon County Council's Driver & Escort Handbook (Code of Good practice for Passenger Transport) and the "Training Guide" for the safety of passengers in wheelchairs on buses" (2014).
- 1.6. Wear a seat belt and advise all passengers to do so. GND and Devon County Council do not recognise medical exemption certificates for the non-wearing of seatbelts.
- 1.7. Ensure that No Smoking is allowed in the car/bus.
- 1.8. Be medically fit for duty at all times when on duty. Drivers must report any change in their medical condition (physical or mental) which may affect their ability to drive or to carry out duties.
- 1.9. Not drive whilst under the influence of alcohol.
- 1.10. Not drive whilst under the influence of any drugs which may affect driving ability, including those prescribed by a doctor.
- 1.11. Report to the Manager immediately the receipt of any Court Summons for an alleged offence.
- 1.12. Undertake training courses as appropriate.
- 1.13. Give full co-operation to the Manager at all times to ensure that the services work to the best advantage of the passengers taking into account the objectives and purpose of the GND.

2 Basic Vehicle Maintenance

2.1 Vehicle Checks

The driver must carry out and record daily checks on the condition of the vehicle: - (including any replacement vehicle)

- ◆ Coolant/radiator water level.
- ◆ Engine oil level.
- ◆ Condition of the vehicle bodywork*.
- ◆ Tyres – pressures, condition and wear*.
- ◆ Check wheels for condition and security*.
- ◆ Lights, reflectors, markings and school bus signs when applicable*.
- ◆ Windscreen wipers and washers including the washer reservoir level*.
- ◆ Horn and all warning devices, including door warning buzzers*.
- ◆ The condition, and working of seatbelts, including buckles and inertia reels*.
- ◆ Mirror condition – ensuring that mirrors and windows are clean*.
- ◆ Check that all doors are unlocked each time before carrying passengers. Failure to do so is an offence*.
- ◆ Fire extinguisher and first aid kit.

Most of the checks listed above are required to be checked by the driver by law (denoted by *), and if faulty, including excessive oil or water leaks, must be reported as for a serious mechanical defect or breakdown.

Also check daily the operation of: -

- The wheelchair-lift (if fitted)
- That any equipment required for restraining wheelchairs and passengers travelling in wheelchairs is present and in working condition*.
- Brakes and speedometer when first driving off*.
- Excessive engine exhaust smoke.

2.2 Maintain clear Log Book records, including BSOG fuel record and ensure a valid operating permit is displayed.

2.3 Report any defects or incidents to the Manager and complete the appropriate Form kept in The Handover File, in the vehicles. Any accident or incident with a passenger or third party is to be entered into the Accident Book kept in the vehicles.

2.4 Ensure that the vehicle has sufficient fuel for journeys and return all fuel vouchers to the Manager including VAT receipts.

2.5 Deliver and collect vehicle(s) to garage(s) for maintenance, servicing and safety inspections. Clean the vehicle when required.

2.6 Arrange seating as necessary.

2.7 When carrying passengers, all emergency exits/doors must be unlocked at all time.

2.8 Please ensure you always have a mobile phone with you, one will be supplied by GND.

2.9 Unless otherwise agreed the vehicle will be collected from and delivered back to the Shopmobility Centre, Albert Lane, Barnstaple.

3 Promotion of Go North Devon

- 3.1 Drivers must be aware of the needs of the clients being transported. The primary concern for all drivers is the safety and comfort of the passengers.
- 3.2 Passengers must be treated with dignity and respect at all times, and it is essential that drivers are sympathetic to the problems and needs of passengers.
- 3.3 At no time make a comment or take an action, which brings the service of the GND or any of the funders into disrepute.
- 3.4 Assist in promotion and developing the image of the service.

4 Cancer Care Car Service, Ring & Ride Service(s) and the Education/Welfare contracts.

- 4.1 Appreciate the primary driving duty is to support the Cancer Care Car service in addition to providing relief cover for other services. These services can operate anytime between 6.00am and 7.30pm depending on demand and drivers will be expected to take one hour in unpaid breaks during this time.
- 4.2 Liaise with the Manager to receive work schedule.
- 4.3 Collect fares (when appropriate) and hand all money to the Manager on a daily basis.
- 4.4 Not accept any bookings.
- 4.5 Not accept any tips from passengers.
- 4.6 Ensure any comments, suggestions or criticisms are passed to the Manager.
- 4.7 Offer appropriate assistance to the passengers; whilst boarding and alighting from the vehicle; with their seat belts and appropriate restraints for passengers carried by wheelchair

5 Other duties when there are no driving duties available.

- 5.1 When required assist the Manager in delivering the Shopmobility service to existing clients and to train new members in the safe and effective use of the mobility equipment available to hire.
- 5.2 Liaise with the Co-ordinator to ensure all manual and powered wheelchairs and scooters are regularly cleaned and maintained to the manufacturers guidelines.
- 5.3 Such other duties that do not change the nature of the post, as may be determined by the Manager in response to developments and needs.

PERSON SPECIFICATION

DRIVER

	Essential	Desirable
Qualifications Or Training	<ul style="list-style-type: none"> • Full Driving Licence • Must have a PCV Licence or a DCC Certificate of Competence to Drive a Passenger Vehicle up to 17 Seats (inc driver) or be willing to undertake the training. 	<ul style="list-style-type: none"> • Disability Awareness • First Aid Certificate • Must have a DCC Certificate of Competence in the use of Accessible Vehicle Equipment or be willing to undertake the training.
Knowledge	<ul style="list-style-type: none"> • Good Geographical Knowledge 	<ul style="list-style-type: none"> • Basic Vehicle Maintenance
Skills	<ul style="list-style-type: none"> • Good communication • Literate • Numerate • Methodical 	
Experience	<ul style="list-style-type: none"> • Driving • Dealing with the General Public 	<ul style="list-style-type: none"> • Disability Awareness • Administration
Attributes	<ul style="list-style-type: none"> • Polite • Patient • Keen to learn • Confident 	<ul style="list-style-type: none"> • Logical • Caring attitude • Flexibility

Our clients are some of the most vulnerable members of our community, including frail elderly and disabled people; they often need that extra bit of time, care and understanding. It is very rewarding work and gives you the opportunity to meet people and offer a helping hand in a very practical way.

The role can be physically demanding as seats often have to be removed and replaced from the minibus to accommodate non-transferable wheelchair passengers, mobility aids and passenger shopping.