

## **Community Health and Adult Social Care**

### **Travel Escort Job Description and Person Specification**

**April 2018**

## Job Description

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| <b>Job Title:</b>  | Travel Escort  |
| <b>Department:</b>   | Community Health and Adult Social Care   |
| <b>Function:</b>   | Provision  |
| <b>Team:</b>   | Day Opportunities  |
| <b>Post number:</b>  |  |
| <b>Grade:</b>  | LBR 2  |
| <b>Hours/weeks:</b><br><i>E.g. 36 hours/52.14 weeks</i>                | 16 hours   |
| <b>Base location:</b>  |  |
| <b>Reports to:</b><br><i>Job title</i>                                 | Senior Community Support Worker  |
| <b>Responsible for:</b><br><i>Job titles of direct reports</i>         |  |
| <b>Role purpose and role dimensions:</b><br><i>Overview of the job</i> | <p>To have knowledge in working with people with dementia, physical and sensory disabilities, learning disabilities and mental health. Central to this is delivery of, effective, efficient and value for money services.</p> <p>To undertake escort duties, transporting service users to and from home and when required for activities or outings.</p> <p>To assist service users, including those who use wheelchairs and other aids, in safe movements around the day centre and getting on and off vehicles.</p> <p>To support and enable people who use the service to maintain their independence, choice and control, health and wellbeing and dignity and encourage them to live their lives and be cared for in the community with a caring, friendly approach.</p> |
| <b>Key external contacts:</b><br><i>Organisations</i>                  | Relevant external agencies including, community organisations and stakeholders, schools/colleges, charitable organisations, voluntary sector etc.  |
| <b>Key internal contacts:</b><br><i>Job titles or groups of staff</i>  | Health and Social care teams, Team Managers across the Provision services, Business HUB and Human Resources. All relevant teams and units.   |

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| <p><b>Financial dimensions:</b><br/><i>Budgetary responsibility &amp; amount. Equipment, cash, property etc. for which employee is responsible.</i></p> | <p>To be accountable for the safe keeping of cash collections from service users for services including meals, refreshments and recreational activities.</p> <p>To support all aspects of financial regulations in the agreed format and follow procedures.</p>                   |
| <p><b>Key areas for decision making:</b><br/><b>Leadership</b></p>  | <p>To support individuals using the service with coaching, training and development.</p>  |
| <p><b>Other considerations:</b><br/><i>E.g. working patterns</i></p>  | <p>To be available to work flexible hours including evenings and weekends.</p> <p>To provide cover for the work of other team members in their absence as required.</p> <p>To attend training courses where required, to develop skills and improve professional development.</p> |

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| <p><b>Key accountabilities and result areas:</b></p> | <p><b>Key elements:</b></p>   |
| <p><b>Promoting independence</b></p>                 | <p>Actively promote an individual's rights, independence, choice and inclusion.</p> <p>To ensure that person centred support plans are in place which promote independence, including health and wellbeing outcomes, personal empowerment and development and community access.</p> <p>To consult with service users and carer's about the range, effectiveness and outcomes of the activities provided for person centred care and promote living skills, independence, choice and inclusion.</p> <p>To assist and follow risk assessments, in accordance with guidelines, which will be effective with positive risk management including for people with profound and complex needs.</p> |
| <p><b>Choice and control</b></p>                     | <p>To make informed decisions about how people using the services live their own lives.</p> <p>Have choice how individual needs are met and treated with dignity and respect.</p> <p>To consult with service users and carer's about the range, effectiveness and outcomes of the activities provided for person centred care and promote living skills, independence, choice and inclusion.</p> <p>To understand individual needs and wishes and to actively explore local opportunities and community building.</p>   |

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| <b>Promote health and wellbeing</b>                  | <p>Wherever you are working on an activity/trip outside, you are expected to maintain a constant awareness of the behaviour and condition of service users in your general vicinity so that a service users distress does not go unnoticed.</p> <p>To communicate with an individual regardless of their disability, build trust and advocate on an individual's behalf.</p>   |
| <b>Communication</b>                                 | <p>To use effective communication tools to ensure people with profound and complex needs are supported to identify and maximise their communication for choice and control.</p> <p>To build relationships and trust with those with whom you work including service users, carers, families and members of the community in a positive manner.</p> <p>To ensure that service user information is kept up to date and recorded in line with data protection legislation.</p> <p>To share information with the Manager, colleagues and other professionals.</p> <p>To work with members of the public in a positive manner.</p>  |
| <b>General accountabilities and responsibilities</b> |  |
| <b>Green Statement</b>                               | <p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Seeking opportunities for contributing to sustainable development of the borough, in accordance with the Council's commitment to making Redbridge a cleaner, greener place to live. In particular, demonstrating good environmental practice (such as energy efficiency, use of sustainable materials, sustainable transport, recycling and waste reduction) in your job.</li> </ul>   |
| <b>Data Protection/Confidentiality</b>               | <p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the Data Protection Act 1998 – treating all information acquired through your employment, both formally and informally, in strict confidence and in accordance with Caldicott principles.</li> <li>▪ Complying with the Code of Conduct, other practice guidelines and the rules and protocols defining employees' access to and use of the Council's databases and systems. Any breaches could result in disciplinary measures.</li> <li>▪ Maintaining client records and archive systems in accordance with departmental procedure, policy and statutory requirements.</li> </ul> |
| <b>Conduct and Whistleblowing</b>                    | <p><b>This will involve:</b></p> <ul style="list-style-type: none"> <li>▪ Complying with the requirements of the Code of Conduct and maintaining high standards of personal conduct, honesty and integrity. You have a duty to raise any impropriety or breach of procedure to the appropriate level of management. Employees making such disclosures (whistleblowing) are protected and may make them without fear of recrimination.</li> </ul>   |

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| <b>Safer Working</b>  | <b>This will involve:</b> <ul style="list-style-type: none"> <li>Commitment to safeguarding and promoting the welfare of children, young people and vulnerable adults. Where you work in such a post the Council will require a DBS Disclosure check and references will be taken up prior to interview.</li> </ul>  |
| <b>Equalities</b>   | <b>This will involve:</b> <ul style="list-style-type: none"> <li>Complying with the Council's strong commitment to achieving equality of opportunity and outcomes in its services to the community and in the employment of people. You are expected to understand, comply with and promote Council policies in your work, to undertake any appropriate training and to challenge any prejudice and discrimination.</li> </ul> |
| <b>Customer Care</b>  | <b>This will involve:</b> <ul style="list-style-type: none"> <li>Complying with corporate and service area customer service standards and promoting the development of high quality, individualised and customer-led services.</li> </ul>  |
| <b>Health and Safety</b>  | <b>This will involve:</b> <ul style="list-style-type: none"> <li>Being responsible for your own Health &amp; Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment where necessary and report defectives and hazards to management.</li> </ul>  |
| <b>To contribute as an effective and collaborative member of the team</b> | <b>This will involve:</b> <ul style="list-style-type: none"> <li>Taking responsibility for continuing self-development and participating in training and development activities.</li> <li>Participating in the ongoing development, implementation and monitoring of the service plans.</li> <li>Supporting and contributing to value for money, service efficiencies and improvements.</li> </ul>                             |
| <b>Flexibility</b>  | <b>This will involve:</b> <ul style="list-style-type: none"> <li>The above-mentioned duties are neither exclusive nor exhaustive. From time to time you may be required to undertake responsibilities outside the normal remit of your Job Description as required by the line manager, and are broadly within your the grading level and competence.</li> </ul>   |

### **Person Specification**

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| <b>Job Title:</b>  | Travel Escort   |                  |                  |
| <i>Method of candidate assessment: A = Application form I = Interview T = Test.<br/>Weighting: 3 = most important, 2 = least important</i> |   | <b>A - I - T</b> | <b>Weighting</b> |
| <b>Minimum education/ qualifications:</b>  | Basic literacy and numeracy skills.   | A- I             | 3                |
|  | Mandatory training in the following, Food Hygiene, Risk Assessment, Manual Handling, Safeguarding | A-I              | 2                |
|  | Basic First Aid Awareness would be beneficial.  | A-I              | 2                |

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| <b>Minimum experience/<br/>knowledge/ skills:</b> | Experience of working with, supporting and safeguarding vulnerable people is desirable.  | A- I | 2 |
|   | A positive and caring attitude with older and disabled people and a diverse community.   | A-I  | 3 |
| <b>Minimum behaviours:</b><br>Customer service    | Is constantly mindful of equality and diversity issues in providing services and seeks to avoid unwitting discrimination.                                  | A-I  | 3 |
|   | Ability to work with people using the service and advocate on their behalf.  | A-I  | 3 |
|   | Ability to embrace legal and operational change and implement working practices to accommodate change.   | A-I  | 3 |
|   | Ability to work to the values of promoting peoples dignity, independence and choice.   | A-I  | 3 |
| Communicating and influencing others              | Strong interpersonal skills with the ability to communicate with people on a number of levels and with people who are non-verbal.                          | A-I  | 3 |
|   | Ability to engage with a wide range of people in person and by telephone including, colleagues, members of the public and people from other organisations. | A-I  | 3 |
|   | Demonstrable experience of using recording and reporting procedures including the use of information technology, to produce records and reports.           | A-I  | 3 |
| Working together                                  | Able to look for ways to collaborate with or support colleagues.   | A-I  | 3 |
| Analysis and judgement                            | Ability to problem solve, act on own initiative drawing upon input from other professional as necessary.   | A-I  | 3 |
|   | Ability to make, realistic and sound decisions based on all the facts and alternatives available   | A-I  | 3 |

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| Driving improvement           | <p>Ability to understand relevant policies and procedures, as they affect the role, and the quality standards and outputs required in the job.</p> <p>Able to use own initiative and work with limited supervision while understanding the need when to consult with line manager.</p> | A-I          | 3 |
| Adaptability                  | Is adaptable and receptive to new ideas and willing to adjust to new work priorities and demands.  | A-I          | 3 |
| <b>Special conditions:</b>    |  |              |   |
| <b>Signature of Employee:</b> | <b>Name:</b>   | <b>Date:</b> |   |