

Job Description *Safe Travel Officer*

Service:	Public & Integrated Transport	Team:	Integrated Transport Services (Travelcare)
Location:	Home based with countywide travel required		
Salary range:		Grade:	Grade 8 (Technical & Professional)
Reports to:	Compliance Manager, Integrated Transport Services	Staff responsible for:	0

Job Purpose

Travelcare helps the most vulnerable in our community get to where they need to be each day, whether they are children with special educational needs going to school or older people going to join their friends at a day centre. It is a lifeline for many families helping them to live a fulfilled life. We use a fleet of our own minibuses and contracted private hire vehicles to do this.

As a Safe Travel Officer you will work with passengers having the most challenging needs assessing any specific risks that those needs might present and then develop a safe way of transporting them to school or day centre. You will also brief staff on that safe way of working to ensure that it is implemented correctly. Typically this will be for service users with significant disabilities including those with special educational needs, physical disabilities, behavioural needs or complex medical needs.

A collaborative approach between Safe Travel Officers is needed to share and apply skills and knowledge for complex cases. Close liaison is needed with parents, carers, young people, establishments, transport operators and the Travelcare operations managers often involving leading multi-disciplinary teams to achieve the right result.

The role is home based but requires regular, routine visits to other locations across the county to meet passengers, check venue provisions, inspect vehicles and attend multi-disciplinary team meetings.

Accountabilities/Responsibilities

- Advise stakeholders including council officers & staff, parents, carers, young people, establishments and transport operators on safe transport for passengers whose transport is provided or commissioned by the Authority. The advice is provided in line with legal frameworks, council policy and good practice.
- Manage Home to School and Adult Social Care passenger risk through developing, compiling and completing passenger specific risk assessments and safe systems of working to the standard format for each young person and adult social care passenger who require it.
- Communicate assessment outcomes to stakeholders and respond to queries from them regarding risk assessment/safe system of working.
- Regularly (at least every two years) re-assess of passenger specific risk assessments

- Issue and provide guidance on the usage and maintenance of specialist equipment for carriage of passengers on transport services, recording issue as appropriate.
- Risk assess and advise on venue specific transport arrangements considering factors such as manual handling risks, absconding risks etc.
- Attend or lead multi agency meetings as required to discuss the safe transport of passengers
- Ensure contractor compliance through regular monitoring visits to schools/centres and reporting to operations managers where non-compliance is discovered.
- Undertake investigations into transport related incidents and making recommendations accordingly.
- Advising on safeguarding issues for the transport of vulnerable passengers with additional needs.
- Deliver training to colleagues and suppliers (mainly taxi operators) with regard to the use of specialist equipment such as Crellin Harnesses etc.
- Maintain up to date and accurate records and prepare reports for senior officers as requested.
- Plan own workload to achieve required service levels for both new assessments and reviews whilst meeting agreed productivity levels.

Other

- The nature of the work involves the jobholder working flexibly to carry out work outside of normal working hours and at locations around the County.
- The nature of the role means that work is largely unsupervised other than regular 1 to 1 sessions or where, by exception, a case has been escalated to the Compliance Manager.
- The post is designated as an "essential car user" and the post holder is required to provide a motor vehicle that is insured by them for business purposes in connection with their duties. The post holder must hold, and maintain, a full UK category 'B' driving licence as a minimum. Expenses will be paid in accordance with the Local Authority Conditions of Service. (Note that in some cases where annual mileage is very high and it is economically advantageous the Authority may provide a vehicle for use for work purposes only)

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

Our Values

We expect all our employees to demonstrate and promote our values:

- **Supportive**
We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.
- **Innovative**
We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.
- **Respectful**
We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.
- **Collaborative**
We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

Person Specification **Safe Travel Officer**

All the following requirements are essential unless otherwise indicated by *

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

<p>Qualifications</p> <ul style="list-style-type: none"> • Educated to 'A' Level standard with a minimum of two A levels at Grade E or above or hold a professional qualification at Level 3 (eg Level 3 Health Social Care) • Hold, or obtain within 12 months the National Examination Board in Occupational Safety and Health (NEBOSH) National General Certificate • *Wheelchair prescribers course (desirable) • *Patient moving and handling qualification (desirable) • *First aid qualification (desirable) • Full group B driving licence with less than 6 points
<p>Experience</p> <ul style="list-style-type: none"> • 2 Years experience directly supporting people with disabilities (eg specialist school, day centre, care home, hospital, specialist transport, voluntary organisation etc) • 1 year management experience • Experience of carrying out formal risk assessments • *Experience of transport operations, including passengers with physical and learning disabilities (desirable)
<p>Essential knowledge, skills & abilities</p> <ul style="list-style-type: none"> • Analytical and critical thinking skills with the clear ability to identify an issue and select appropriate solutions taking into consideration safety, legal and economic factors. • Ability to carry out a structured risk assessment • An empathetic, positive, clear and confident communication style (written and verbal) that can be adapted to the audience so that trust and confidence is built. This includes the ability to deal with conflict positively. • Self-reliant – having the ability to make decisions based on analysis and implement them without reference to others. • A great team player who goes out of their way to assist colleagues • Able to plan own workload and meet deadlines

- A reasonable level of fitness and agility. To carry out inspections, measurements and install equipment there is a requirement for bending, crouching and kneeling, sometimes in confined space within vehicles. Inspections may be outside in adverse weather for short periods
- Good IT skills are needed to interpret and record information using enterprise level systems such as Oracle Fusion alongside generic Microsoft Office systems such as Outlook, Word, Excel and Powerpoint

Other essential requirements

- Commitment to equality and diversity.
- Commitment to health and safety.
- Display the LCC values and behaviours at all times and actively promote them in others.
- This is an essential car user post
You will be required to provide a car for use in connection with the duties of this post and must be insured for business use. In certain circumstances consideration may be given to applicants who, as a consequence of a disability, are unable to drive