



# Role Profile

## COMMUNITY TRANSPORT OPERATIVE

|               |                        |       |            |
|---------------|------------------------|-------|------------|
| Reference No. | A4526                  | Type  | Individual |
| Service       | Roads & Transportation |       |            |
| Job Family    | Technical 4            | Grade | FC4        |

### Purpose

To provide a door-to-door passenger transport services for those who are unable to access main stream public transport due to some form of reduced mobility be it a physical sensory or mental impairment. This involves engaging with clients showing empathy and developing trust as well as providing assistance to the passenger from their door to the minibus ensuring they board safely and are seated securely before moving off.

**Task or Responsibility** - For this role, there is an expectation that all, or a combination, of the following will be undertaken:

To drive a Fife Bus minibus ensuring passengers are transported safely and comfortably at all times whilst adhering to Fife Bus Operating Procedures and being fully aware of the responsibilities as specified within the Council's 'Notes to Drivers of Council Vehicles'. An integral element of the Community Transport Operative role is one of establishing and developing relationships with the most vulnerable in our communities, enhancing and enriching their overall transport experience. It is essential that the jobholder shows empathy establishing trust allowing passengers to feel safe and comfortable whilst using the service encouraging future use and ensuring a high degree of customer satisfaction.

To ensure the minibus and any auxiliary equipment including the use of the passenger lift and clamping mechanisms are operated safely at all times and that all passengers, wheelchairs, scooters, walking aids

**Person Specification: Skills, Knowledge, Qualifications or Experience** - Criteria can apply to more than one task or responsibility

**E**    **D**

Full current Driving Licence with Category D1

✓

Relevant experience in the field of passenger transport

✓

Current valid PCV driving licence, MiDAS Certificate, qualifications in passenger handling and customer care

✓

Currently driving for an organisation transporting vulnerable passengers

✓

Communication and interpersonal skills

✓

Must be able to carry out physical tasks such as restraining wheelchairs in cramped conditions and assisting passenger who may be wheelchair users. Must

✓

E = Essential Criteria    D = Desirable Criteria

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|---|--|------------|----------|
| and any other loose equipment are secured in the minibus before moving off.   | also be able to re-configure the seats within the minibus which will require seats to be moved/taken out or added (Deliver Results – See How We Work Matters Framework)                                      |            |          |
| Assisting passengers to and from their door to the vehicle ensuring passengers board and alight safely providing any necessary assistance. This will include clear and concise communication with the passenger making sure they are aware of their surroundings and any trip/slip hazards. Drivers must also ensure seatbelts are applied prior to moving off and any wheelchairs are safely and correctly clamped in accordance with training, guidelines and instruction provided. The jobholder is also required to continually assess the needs of the passenger notifying the office of any anticipatory care to allow forward referral to partner agencies as necessary. | Working with individuals with a physical, mental or sensory impairment. An awareness of vehicles fitted with passenger lifts and how to deal with various types of passenger restraints (Focus on Customers) |            | ✓        |
| Recording and reporting any comments or complaints made by passengers with a view to resolving these at source or deciding the correct course of action for forward referral. Recording and reporting any traffic incident, accident or damage to the vehicle or equipment and obtain witnesses statements where possible.  | Awareness of the driving techniques to apply when carrying vulnerable passengers   | ✓          |          |
| Carrying out daily maintenance checks and reporting any faults with the vehicle or equipment in accordance with Service Procedures. Ensuring the vehicle is kept clean both inside and outside at all times.  | Understanding of vehicle mechanics   | ✓          |          |
| Undertaking all training as directed by the service.  |  |            |          |
| The jobholder will be responsible for the using the TomTom telematics within the minibus ensuring mileages, minibus defects etc, are recorded correctly and accurately. The jobholder will also be responsible for collecting any other information deemed necessary for monitoring/planning purposes.  | Ability to record simple statistical data and handle paper work (Embrace Technology and Information)<br><br>IT skills  | ✓<br><br>✓ |          |
| Due to the nature of the passengers transported by Fife Bus, the jobholder will also be responsible for dealing with areas of possible  | Empathy skills   | ✓          |          |

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|---|--|-------------------------|----------|
| conflict being able to care for and deal with other people who may be upset or unwell, difficult, frail, confused or who have special needs. This will require the jobholder to have a calming nature and deal with such situations to an amicable resolve or to refer these on to the Transportation Officer (DRT).  |  |                         |          |
| Whilst the jobholder does not have direct supervisory responsibility for others he/she will be required to provide on-the-job familiarisation for new members of staff by acting as a 'buddy'. This can be up to a period of 4 weeks, providing on the job knowledge to a new start of working areas, access rights for work places, disposing of confidential information etc. | Supervisory Responsibility   |                         | ✓        |
| To drive the minibus according to the daily work schedules which are planned in conjunction with the Dispatch Team. This can also require the jobholder to re-schedule and forward plans trips when dealing with emergency situations, for example, minibus breakdowns. This can be complex depending on the level of need of the passengers to be re-scheduled.                | An ability to plan routes and work flexibly and collaboratively (Take Ownership)<br><br>Flexible working<br><br>Ability to work as part of a multi-disciplinary team (Work Together) | ✓<br><br><br>✓<br><br>✓ |          |
| To provide input to the Trainer Assessor and Transportation Officer (DRT) in the development of risk assessment appertaining to both the minibus and individuals transported.   | Ability to provide a regular and effective service   | ✓                       |          |
| Undertaking all other duties as required for the role. Duties will be in line with the grade.   |  |                         |          |

**Additional tasks or responsibilities** – this is a generic role, however this particular job may also require you to undertake the following:

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## Type of Protection of Vulnerable Groups Scheme (PVG Scheme) or Disclosure Check required

**Before confirming appointment:** You may be required to obtain PVG scheme membership or a Disclosure check. Please refer to the job advert for clarification of the specific requirement.

### Additional Information – the following information is available:

- Skills Framework (if applicable)
- **How** we work matters

### Expected Behaviours – It is essential that you display the following behaviours as they are expected of all our employees:

- Take Ownership
- Focus on Customers
- Work Together
- Embrace Technology & Information
- Deliver Results