

# CROYDON COUNCIL

## ROLE PROFILE AND PERSON SPECIFICATION

**DEPARTMENT:** People

**DIVISION:** Integrated Health Adult Care Commissioning

**JOB TITLE:** **Driver Installer**

**N.B: If you have any issues printing this document please contact HR**

## **ROLE PROFILE**

<b>Job Title:</b>	Driver Installer
<b>Department:</b>	People
<b>Division:</b>	Integrated Health Adult Care Commissioning
<b>Grade:</b>	Grade 5
<b>Hours (per week):</b>	36
<b>Reports to:</b>	Delivery Service Manager
<b>Responsible for:</b>	N/A
<b>Role Purpose and Role Dimensions:</b>	To work a shift type pattern as per the demand from our Partners, Driving 'multi-drop' or 'bed' vans. Delivering, setting up, informing about and collecting community equipment and independent living aids in vulnerable clients' home environments, in accordance with manifests issued by the Company's order process.
<b>Commitment to Diversity:</b>	To take individual and collective professional responsibility for championing the council's diversity agenda, proactively implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.
<b>Key External Contacts:</b>	<ul style="list-style-type: none"><li>• Service clients, carers and relatives.</li><li>• Occupational health and social care commissioners.</li></ul>
<b>Key Internal Contacts:</b>	<ul style="list-style-type: none"><li>• Order processing team</li><li>• Delivery services manager</li><li>• Warehouse team</li><li>• Customer Service Team</li></ul>
<b>Financial Dimensions:</b>	None
<b>Key Areas for Decision Making:</b>	Organising own workflow
<b>Other Considerations:</b>	Ability to operate across a stretched day and week. Working flexibly within the team to balance the needs of the customers

with those of the organisation. This includes occasionally covering for colleagues in similar functions and grade.

**Is a satisfactory disclosure and barring check required?**

[\(click here for guidance on DBS\)](#)

Enhanced DBS and childrens and adults barred list

**What level of check is required?**

**Is the post politically restricted**

[\(Click here for guidance on political restriction\)](#)

No

**Is the post exempt from the Rehabilitation of Offenders Act (ROA) 1974**

[\(Click here for guidance on ROA \)](#)

No

### **Key Accountabilities and Result Areas:**

**enter the overall competence or result area; e.g. maintaining, monitoring and reviewing a budget for the division**

### **Key Elements:**

1. Receiving and reviewing pre-scheduled appointments and equipment items from the order processing team. Clarifying and resolving any ambiguity, validity or special conditions in the details of specifications.
2. Collecting the pre-prepared equipment items from the warehouse. Loading the vehicle in a way that secures and protects equipment from deterioration.
3. Driving to, delivering and setting up the equipment in the

client's home or living environment. Assessing the environment and, if needed and agreed, supporting the move of furniture. Checking the correct assembly of equipment – taking into account the conditions of the vulnerable client (e.g. mobility and body weight). Tidying up and removing waste materials and dirt after setting up.

4. Providing practical user information about delivered equipment to clients, carers and commissioners, to assure the correct use and any limitations – taking into account the vulnerability of the client. Reporting any suspect adverse client conditions to the office, for relaying to carers.
5. De-installing and collecting disused community equipment, according to a pre-arranged collection schedule.
6. Assuring the segregation of potentially contaminated and decontaminated items within the delivery vehicle, to prevent any cross-contamination. Use bags as appropriate.
7. Timely and accurate inputting of information and records on portable electronic management system. Synchronise the handheld devices, to enable the preparation of accurate statistical reports.
8. Maintaining orderliness and cleanliness within the vehicle. Completing vehicle checks and driving records.

9. Ensuring the dignity, privacy and rights of work contacts at all times, acting without prejudice or undue favour towards any person, including colleagues, services clients and carers, prescribers, or any other (internal and external) customer. Being courteously sensitive to social, cultural, linguistic and religious needs.
10. Actively learning, maintaining and developing an up to date knowledge of the Company's community equipment processes.
11. Responding positively to requests for help and support.
12. Under direction of line manager, participating in the ongoing development, implementation and monitoring of the service improvement plans.

## **Green Commitment**

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

## **Data Protection**

- Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.
- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

## **Confidentiality**

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

## **Equalities and Diversity**

- The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.

## **Health and Safety**

- Being responsible for own Health & 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 and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.

## **Contribute as an effective and collaborative team member**

This will involve:

- Participating in training to demonstrate competence.
- Undertaking training as required for the role.
- Participating in the development, implementation and monitoring of service plans.
- Championing the professional integrity of the service.

<b>Work Arrangements</b>	
Working patterns:	Operating across a stretched day and week, which will include starting and finishing at different times in order for the service to meet the demands of our Partners
Flexibility:	Working flexibly within the team to balance the needs of the customers with those of the organisation. This includes occasionally covering for colleagues in similar functions and grade.
Transport requirements:	Driving Company van, for transporting materials between store client locations.

## Person Specification

**Job Title:** Driver Installer

**Essential knowledge:** Basic education to GCSE level Maths and English, or equivalent.

**Essential skills and abilities:**

1. Basic education to GCSE level Maths and English, or equivalent.
2. Customer-focussed service and/or people care experiences.
3. Ability to use mobile data recording devices.
4. Elementary technical understanding, with ability to set up and connect electro-mechanical community equipment (e.g. hoist or profiling bed)
5. Good interpersonal and communication skills, with ability to communicate tactfully and professionally with a range of people both face-to-face and by telephone.
6. Collaborative team working skills, with ability to build effective relationships with internal and external contacts.
7. Attention to details.
8. Empathic to the needs of vulnerable people, including the disabled, elderly and their caring relatives.
9. Ability to manually handle and install community equipment in various home environments.
10. Demonstrating commitment to quality, customer satisfaction and continual improvement.
11. Demonstrating commitment to and understanding of equal opportunities and people dignity.
12. Demonstrating understanding and commitment to Health and Safety regulations, with ability to analyse and respond to immediate risk.
13. Ability to attend relevant authority and nationally organised training course
14. Ability to drive van and to pass Company driving test.
15. Satisfactory disclosure and barring standard (DBS) check

**Essential experience:** (none specifically required)

**Special conditions:** This role requires flexibility in term of shift pattern due to the link to admission prevention and hospital discharge



