

<b>Job Title:</b> Social Care Transport Co-ordinator	<b>Level:</b> L	<b>Job Code:</b> TA00008
<b>Directorate :</b> Service Delivery, Communities and Housing	<b>Job Family:</b> Highways & Transport	<b>Date Prepared:</b> May 2016
<b>Role reports to:</b> Team Leader Transport Contracts Compliance and Financial Monitoring		
<p><b>Job Purpose:</b></p> <p>To undertake all aspects of the operation and administration of Social Care Ad-hoc Transport arrangements and contract transport to day centres.          To provide administrative support for the Service Manager Passenger Transport.          To assist the Team Leader Transport Contracts Compliance and Financial Monitoring in all aspects of the inspection and monitoring of Passenger Transport Services provided by contractors.</p>		
<p><b>Key Accountabilities:</b></p> <ol style="list-style-type: none"> <li>1. Plan and arrange the provision and administration of Social Care Ad-hoc Transport arrangements for vulnerable children/adults on behalf of Social Care within the context of local policies and national legislation.</li> <li>2. Supervise the administration of Passenger Assistants and if required Voluntary Drivers for Social Care Ad-hoc Transport arrangements, including allocation to routes/journeys.</li> <li>3. Plan and arrange provision and administration of day centre transport on behalf of Social Care, within the context of local policies and national legislation.</li> <li>4. Investigate and rectify daily operational problems with Social Care Transport within the office.</li> <li>5. Review and revise existing Social Care Transport arrangements and contracts as required, assist with the preparation and design of tenders, award new contracts and negotiate contract variations as necessary.</li> <li>6. Monitoring of contract performance and compliance and appropriate action in respect of problems, failures and complaints.</li> </ol>		

7. Monitor and inspect contract transport vehicle operations. Investigate, record and report all complaints relating to vehicles and instigate enforcement or other corrective action as appropriate. Arrange and attend multi agency checks.

8. Visit each Educational establishment, day centre or unit where transport is provided as required by the service level agreement. Monitor for contract compliance, carry out spot checks and identify and report any defects found.

9. Use specialist knowledge to assess and instruct on the correct use of wheelchair fixing equipment. Visit day centres and make home visits to assess wheelchairs for use on wheelchair accessible vehicles. Monitor for contract compliance carry out spot checks and identify and report any defects found

10. Monitor and undertake passenger surveys of public transport services provided by contractors, and liaise with operators as appropriate

11. Monitor, record and report details of complaints received from all sources relating to transport operators to ensure appropriate action is taken regarding any breaches of contractual terms.

12. Check and process all invoices and claims from transport contractors and providers.

13. Check and process Passenger Assistants monthly timesheets.

14. Record, monitor and report expenditure for Social Care Transport arrangements.

15. Maintain and update computer databases of contract and financial data.

16. Undertake any duties as may be required from time to time, appropriate to the grading of the post.

17. To be available for office cover to ensure the office is staffed between 0745 and 1700 to respond to passenger transport enquiries and operational issues.

**Known Future changes to the Job:**

None.

**Job Scope:** No & type of jobs managed:

Allocation of daily work to the relief Passenger Assistants.

Typical tasks supervised /allocated to others:

None.

Job Scope:

Budget: N/A

Assets: N/A

**Knowledge & Experience:**

Educated to GCSE level or equivalent including Mathematics and English Language, or have relevant compensatory experience within the fields of passenger transport in either public, education or social care.

Experience of scheduling or planning passenger transport services.

Experience of customer liaison including face to face meetings/discussions.

Knowledge and understanding of special needs and specialist transport.

Health and Safety Awareness.

Negotiation and influencing skills.

Proven clerical/administrative experience

Ability to remain calm under pressure.

Proven problem solving skills.

Excellent interpersonal skills both verbal and written

Proven numeracy skills.

Competent in the use of Microsoft Office

Minimum : Ability to travel around the Borough is required

Preferred : Full Drivers Licence

An enhanced DBS is required for this position.

**Decision Making:**

Day-to-day operational and logistical decisions. Examples include route optimisation across Ad-hoc & Social Care transport and budget monitoring.

**Contacts and Relationships:**

Officers of the council and external partners. Headteachers / Teachers, Police, members of the public, day centre staff, social workers, parent/guardians, voluntary drivers transport operators and other contractors.

**Creativity & Innovation:**

Keeping up to date with relevant legislation and best practice

**Job Specific Competencies:**

Some unsociable hours and weekend working will be required.

**Values and Behaviours**

We strive to underpin our culture through strong management and authentic leadership, this means getting the management basics right, and ensuring what we commit to individually and collectively, we own and demonstrate accountability aiming to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, this means in our work we are:

**Connected: We put Swindon and its people at the heart of everything we do.**

We display a communication and behaviour style that promotes a positive Council identity in connecting with residents, customers, colleagues and other stakeholders ensuring a partnership approach to delivering our vision. Always asking, "is what I am doing in the best interests of Swindon and its people?"

**Resilient: We are forward thinking and work smart**

We seek to identify where things can be improved, ensuring this learning is embedded, evaluated and built upon through a strong approach to continuous organisational development.

**Brave: We respect and work together with our colleagues and customers to achieve success**

We act in an emotionally intelligent way, setting positive examples around accountability, risk and governance. This will be delivered through developing ourselves and our teams to achieve the highest possible levels of productivity and performance.

All Jobs have the responsibility to comply with the Directorate Health & Safety Policy and with Swindon Borough Council's Policy on Diversity.

Employee Signature:

Line Manager Signature:

Print Name:

Date:

Print Name:

Date: