



Driver Assistant

Reference EC- 48114

Catalyst House Colchester

Hours 37 Hrs. 7am - 5pm needs to be flexible

Salary £14,733-£15,726

Essex Cares' Equipment Service delivers and installs vital equipment and adaptations to Service Users within their homes to aid independence, following an assessment from an Occupational Therapist.

The role of Driver's Assistant is to assist the driver/fitter as part of a two man team in delivering and fitting of equipment into service users/residential homes, daily housekeeping of the vehicle, and to accurately complete all relevant delivery/collection paperwork and scan equipment onto handheld PDA. The successful candidate will also need to be aware, of and implement, the relevant Health & Safety policy requirements.

Qualification/Experience Required

- Good standard of education
- Computer Literate

Skills & Knowledge Required

- Ability to record accurately in a legible manner
- Knowledge / experience of working with Service Users with a variety of needs
- Communication Skills
- Self motivated and ability to work under pressure
- Good time keeping
- Good understanding of stock control
- Knowledge of Health & Safety issues

- Working experience of manual handling
- Stock taking & audit knowledge/experience
- Working as part of a team
- Ability to effectively route daily workload to achieve maximum output
- Experience of multi drop deliveries

The successful candidate must obtain a satisfactory Enhanced Criminal Records Disclosure Certificate which will be paid by the company.

Essex Cares is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment. Appointment is subject to satisfactory vetting checks.

Drivers licence would be an advantage.

For informal enquiries please contact Chris Price 07717867565

For Application Pack please contact Nora Hills at Recruitment Team 01245 476931

Closing Date 24-02-2012



Job Profile

Job Title	Drivers' Assistant
Job Grade	Band 2 (max 14)
Post Reference	
Service	Essex Equipment Service
Reports to	Logistics Supervisor
Job Purpose	<p>Essex Equipment Service delivers and installs vital equipment and adaptations to Service Users within their homes to aid independence, following an assessment from an Occupational Therapist.</p> <p>The role of the driver's assistant is to assist the driver/fitter as part of a two man team in delivering and fitting equipment into service users' homes. Daily housekeeping with regards to the cleanliness of the vehicle. To be aware of and implement the relevant Health & Safety policy requirements.</p>

Principal accountabilities

- Manages workload to achieve departments target
- Direct responsibility of confidentiality and security of manual and computerised information in accordance with Essex Cares policies on data protection and confidentiality of information.
- Have a wide awareness of the services that are provided by Essex Equipment Service and confidently work within that parameter.
- Loading and unloading of vehicle ensuring equipment loaded is in an acceptable condition for the service user and that the quantities loaded agree with the delivery/collection documentation.
- Ensuring that all used equipment collected onto the vehicle is "double bagged" to prevent cross contamination of the clean equipment to be delivered.
- Assisting the driver to deliver and install equipment into service users homes
- Assisting the driver to collect equipment from Service Users homes.
- Accurately completing all delivery/collection paperwork, including No Reply Cards, and Manual collection paperwork.
- Ensuring all deliveries/collections are carried out within the agreed specified timescales.
- Ensure vehicle is kept clean at all times.
- When the vehicle has been used for collections ensure it is decontaminated/disinfected in accordance with MHRA guidelines ([MHRA DB2003\(06\)](#))

Other Duties

- Attend training in Health and Safety, manual handling and infectious diseases.
- Participate in inductions and briefings.
- Any other duties as may be required by management from time to time commensurate with the grade and responsibilities.

As a drivers' mate you are part of a two man team alongside the driver. If the driver is on holiday/sick leave you will be required to work in the warehouse or refurbishment area.

Essex Cares Values and Behaviours – **Aspire**

<p>A adaptable and progressive</p>	<ul style="list-style-type: none"> • we look forward to trying different ways to support to the people who use our services • we are open and accepting to new ideas and ways of working • we constantly monitor our service to ensure that it is effective, value for money and accessible • we regularly collect customer feedback to enable us to structure our services into an organisation that people will trust and recommend
<p>Supportive and encouraging</p>	<ul style="list-style-type: none"> • we try hard to smile rather than frown and we try to share that smile with others whenever we can • we are positive and open minded, seeking opportunities to praise and reward • we are good at listening and responding positively to each other and when working with the people who use our services • we try to be cheerful • we do our best to support each other at work and respect our fellow workers • we are good at working together and offer our help to others whenever we can • we try hard not to criticise each other and treat everyone we come into contact with in the same way as we would like to be treated
<p>Proud, to help</p>	<ul style="list-style-type: none"> • we work hard to do our best for the people who use our

SU and to represent Essex Cares	<p>services and make a difference to their lives</p> <ul style="list-style-type: none"> • we want to become known as the provider of choice in the county and we know how each of us can contribute to this ambition • we recognise that all of us have a part to play in making Essex Cares the provider of choice • we always work to the best of our ability and try hard to make a difference to the lives of the people who use our services • we work together to support the Essex Cares business ethos • we have people at the heart of everything we do • we celebrate the diversity of the people who use our services and recognise their contribution to enriching our working lives
Integrity	<ul style="list-style-type: none"> • we are honest and truthful in all our interactions with the people who use our services, colleagues and fellow workers • we work together and treat each with respect • we try hard not to let our service users and fellow workers down • we work hard and spend our work time productively • we do what we say we will do • we strive to ensure that everything we do is delivered at the same standard to achieve a quality service
Responsive	<ul style="list-style-type: none"> • we respond quickly to our service user needs and deliver people centred services • we work within professional boundaries to provide appropriate responses and build effective partnerships with the people who use our services
Empathetic and compassionate	<ul style="list-style-type: none"> • we are genuinely concerned about the people who use our services, understand their needs and aspirations and work in partnership with them to achieve their personal objectives • we develop our skills to be able to understand the needs of our fellow workers to enable us to display support and assistance and know when this is required • we support people and show them understanding

Person Specification

Qualifications/Experience

- English and Math's at GCSE grade A-E, or demonstrably equivalent abilities
- Computer Literate

Skills and Knowledge

- Ability to record accurately in a legible manner
- Knowledge / experience of working with Service Users with a variety of needs
- Communication Skills
- Self motivated and ability to work under pressure
- Good time keeping
- Good understanding of stock control
- Knowledge of Health & Safety issues
- Working experience of manual handling
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