Your job

Job Title: Relief Driver (Adult Social Care)

Service: Inhouse Service – Adult Transport Team

Grade: 4

Reporting to: Team Leader

Our Drivers play a vital role in enabling adults to access services and remain connected to their communities. Working a daily split shift, you will provide safe, reliable transport using the Council's in-house fleet.

This is an active and rewarding position where your practical skills and caring approach make a real difference. You will confidently support individuals who may use a range of mobility aids, ensuring they are safely assisted from their homes onto the vehicle and transported comfortably to day support services and community-based opportunities.

You will build positive relationships, offering support and reassurance to the individuals who access our transport, including those with learning disabilities, complex health needs, autism or dementia.

You will bring flexibility, teamwork and a positive approach, working in line with guidance from the leadership team. As part of your role, you will complete a driving assessment, equipping you with the skills needed to succeed.

Your adaptability and commitment will help the service respond to changing needs, including adjusting routes or accommodating additional passengers at short notice. Above all, you will demonstrate a strong person-centred focus, recognising that supporting individuals to reach their destinations is essential to their wellbeing.

As part of this role, you will be required to undertake an enhanced disclosure check. You will also embody the Council's Team Wigan behaviours and values, contributing to the 'Progress with Unity'and helping to shape an inclusive, forward-thinking service for the future.

Mandatory Statement

The Council is committed to complying with European General Data Protection regulations (UKGDPR) and meeting the requirements of the Information Commissioner's office (regulating data protection compliance in the UK). It is your responsibility to ensure that the work you undertake is compliant with the General Data Protection regulations.

Wigan Council is an active, strong, and committed corporate parent. As a priority, all employees have a responsibility towards the children we look after and care leavers, not just those employed by the Children's Directorate.

In this job you will:

In the next 12 months, you will:

- Complete all mandatory and essential training for the role.

On an ongoing basis you will:

- Contribute a collaborative, strengths-based approach when working with Passenger Assistants and the Leadership team to deliver a high-quality, person-centred transport service.
- Build positive, respectful relationships with passengers, their families and carers, while confidently supporting individuals with a range of disabilities and complex needs.
- Demonstrate flexibility and a proactive approach to completing your weekly hours in a way that best supports effective service delivery.
- Work flexibly to adjust routes and support additional passengers, helping ensure all individuals can access critical services.
- Take ownership of routine daily vehicle and equipment checks, ensuring any defects are identified and reported promptly, with immediate escalation where safety is impacted.
- Take pride in presenting the vehicle to a high standard, ensuring both the interior and exterior are clean, well-maintained and welcoming for those we support.
- Ensure your allocated vehicle is fully fuelled, well-equipped and ready for service, taking responsibility for meeting the needs of the day ahead.
- Confidently use a digital tablet and Flexiroute to manage daily passenger information, support service user wellbeing, keep accurate records, report incidents and maintain clear communication, ensuring all information is handled in line with GDPR requirements.

- Support passengers with care and dignity, ensuring they are safely and comfortably seated before each journey.
- Responsible for the security, safe and lawful operation of the allocated vehicle, including compliance with local manoeuvring guidance.
- Contribute to Health & Safety in your work environment.
- Embrace learning and development through active participation in staff engagement sessions, My Time interviews and training.

Ensure you operate within GDPR guidelines by regularly reviewing data held and destroying information in line with retention schedules

In this job you will need:

You must be able to demonstrate the following essential requirements:

- Have a full clean driving licence, including category D1 or PCV licence.
- Previous driving experience and proficiency.
- Demonstrate an understanding of how to provide safe, supportive care to the individuals.
- Show a strong sense of responsibility through your punctuality, reliability and professional presentation.
- Demonstrate a proactive, flexible and positive approach to adapting routes and responding to changes, ensuring continuity of service during periods of increased service demand.
- Demonstrate the ability to safely carry out the physical elements of the role, including operating a tail lift and supporting passengers who use wheelchairs.
- Ability to work unsupervised and as part of a team.
- Knowledge and understanding of safeguarding procedures for vulnerable adults.
- Ability to use initiative to respond to and resolve problems as required.
- Excellent communication and interpersonal skills.
- Confidently use digital tools and systems to carry out key aspects of the role.
- Embrace ongoing learning and development to strengthen your skills and provide high-quality support.
- Identify possible risks to Health and Safety in your work environment.
- Assess situations and take the appropriate action to deal with emergencies and incidents.
- Communication effectively with your colleagues and the leadership team

Our Culture

For us, it's not just about all we achieve as an organisation, but how we do it. Therefore, all employees are expected to display our **TeamWigan** behaviours.

Be Positive	Take pride in all that you do and support and develop yourself and others.
Be Accountable	Be responsible for making things better, enabling change and supporting improvement.
Be Courageous	Be open to doing things differently and working collaboratively with others.
Be Kind	Be helpful, generous and thoughtful towards yourself and others.