Laundry Driver

JE Code:JE0678



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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes City Council** | |
| **Service:** | Adult Social Care |
| **Reports To:** | Service Manager |
| **Job Family:** | Care & Welfare |
| **Grade:** | C |
| **Political Restricted** | N |
| **Date:** | June 2023 |

**Key Deliverables**

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| **1.** | To collect and deliver service users’ laundry. |
| **2.** | To maintain high standards of record keeping regarding the vehicle. |
| **3.** | To be aware and adhere to relevant policies and procedures. |
| **4.** | To maintain and develop excellent customer relations. |
| **5.** | To be a positive representative of Milton Keynes City Council. |
| **6.** | Liaise with outside contractors for necessary maintenance of the vehicle. |

*Within reason these key deliverables may evolve to meet service need and it is expected that you will be flexible and adaptable in your delivery to meet both service and council wide needs*

**Essential Requirements (key skills & qualifications)**

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| **1.** | Full UK Driving Licence. |
| **2.** | The post holder will be required to undergo an Enhanced DBS check. |
| **3.** | Will be dedicated to the role, to ensure service users’ needs are met and their experiences are positive. |
| **4.** | Be willing to engage in necessary training and guidance relating to the duties of the role and health and safety requirements. |
| **5.** | Good communication and time management skills. |
| **6.** | Good attention to detail. |



Job Family

Care & Welfare

Grade C

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| **Colleagues expectations**   * Be professional at all times * Work together for the good of the team, council and local people * Promote a supportive culture * Challenge assumptions * Take ownership * Be willing to change and do things differently * Always work in a safe manner | **Managers expectations**   * Be a role model by displaying positive behaviours at all times * Make well-considered decisions * Support, coach and communicate with my team * Be accountable for my team’s performance |

# Care and Welfare family jobs have as their primary responsibility, the vulnerable members of our community who depend upon the Council for direct advice, guidance and practical assistance. They may personally carry out caring related tasks, or manage those that do, but it is personal interactions with those in our care that are at the centre of these roles.

### Role characteristics

At this level job holders work directly with vulnerable clients, assisting them with day-to-day activities and focusing on their personal development and wellbeing.

### Knowledge and skills required

Job holders will require to have knowledge of a range of tasks and activities related to the care and welfare of vulnerable members of the community. This will be learned through a combination of formal certification and experience of working with others. Appropriate levels of literacy and numeracy will be required to maintain records and otherwise assist with associated administrative tasks.

With the encouragement of physical activity an important element of support programmes, job holders will require significant dexterity and co-ordination in assisting others with a range of exercises and activities. The need to simultaneously assist several clients will demand speed and precision in these tasks.

### Thinking, planning and communication

Assessing the immediate needs of others and devising appropriate responses is a central element of roles. Solutions to day-to-day problems come generally from established practice and guidelines but job holders will also need to be creative in their approach to engaging with those in their care.

Communication with others is central to these roles. Job holders will constantly interact with others for whom messages, instructions and advice must be tailored in a manner appropriate to their needs.

**Decision making and innovation**

Job holders will prioritise their day-to-day work in line with established procedures and guidelines of their team, referring problems to their supervisor or manager.

### Areas of responsibility

Job holders will have responsibility for the care and welfare of those for whom they provide direct services. Their work will impact directly on the wellbeing of those in their care.

Other than assisting new staff in general induction and familiarisation with team tasks and routines, they will have no supervisory responsibilities.

These roles are unlikely to have any financial responsibilities beyond the occasional handling of modest amounts of cash, sometimes on behalf of others.

Job holders will spend a small proportion of their working time maintaining records and will also share responsibility for the safe use and storage of equipment.

### Impacts and demands

Job holders will be expected to spend a considerable proportion of their working time on their feet and/ or engaged in physical activities which can, on occasions, be considerably demanding such as assisting others to walk/move or shifting equipment.

Job holders will be required to main an awareness of the general surroundings and the movements/activities of those engaged within it, this will require periods of concentrated sensory perception. Job holders may, in addition, experience some work related pressure from dealing with the competing demands of service users.

With constant exposure to vulnerable children and/or adults, it is inevitable that many of the working relationships which are central to the role will see job holders needing to exert greater than normal emotional resilience.

As job holders work directly with vulnerable clients, there will be occasions where they will be exposed to more than standard office type working environments featuring noise, odours or even unpleasant or threatening behaviours.