Laundry Driver

Laundry Service

JE Code : JE0678

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| **Values – We are dedicated, respectful, collaborative, we are Milton Keynes Council** |
| **Service:** | Adult Services  |
| **Reports to:** | Team Leader |
| **Job Family** | Care and Welfare  |
| **Grade:** | C |
| **Political restricted:** | N |
| **Date:** | September 2022 |

**Key Deliverables**

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| **1.** | **To make collections and deliveries of service users’ laundry and keep accurate records.** |
| **2.** | **To maintain the laundry vehicle by making daily checks and keep appropriate. Report an issue immediately to manager.** |
| **3.** | **To comply with health and safety according to agreed procedures.** |
| **4.** | **Balancing different customer needs and expectations and building good relationships.** |
| **5.** | **To be responsible for the weekly delivery and collection to service users’ laundry across Milton Keynes. Working alone and taking responsibility for self and environment to ensure that risks are minimised. To work in the laundry as and when required.** |
| **6.** | **Communication skills are a key element of the work as the driver is working alone as front-line contact of the Service. There needs to be an awareness of the diverse needs of the customer group that are serviced.** |

*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.** | **Demonstration of an awareness of needs of vulnerable members of the community and ability to support them through delivering a high quality and efficient service.** |
| **2.** | **Ability and commitment to working flexibly, supporting a busy service providing quick turn around times for clean laundry.** |
| **3.** | **Evidence of excellent communication skills, including good writing skills and ability to record clearly, accurately and succinctly.** |
| **4.** | **Experienced driver.** |

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
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# 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 provide front-line advice and assistance to vulnerable clients in a variety of settings. Working within strict procedural guidelines to ensure their health, welfare and the optimum delivery of Council services. A great deal of post holders’ working time will be spent interacting with individuals, in responding to a variety of enquiries and visiting people in their own homes.

### The knowledge and skills required

The type of skills and knowledge required for these roles will come from a combination of experience in front-line public service jobs and focused formal training and education. Specific sector qualifications may be a requirement for some roles, but even when this is not the case, job holders will need knowledge of appropriate communication skills and techniques to effectively interact with those they support and respond to.

Many roles at this level will engage with others in assisting with physical tasks requiring greater than normal manual dexterity.

### 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 they support and respond to.

Effective communication is at the heart of these roles. Listening to others, assessing their basic needs and working with them to achieve agreed outcomes is central to ensuring their wellbeing. Not all individuals will be able to express themselves eloquently, and others will need straightforward messages couched in accessible terms.

**Decision making and innovation**

With the health, safety and welfare of vulnerable individuals of prime importance, it will be necessary for job holders to work within well established guidelines to ensure consistency across the team and service. Within these boundaries job holders will regularly make minor day to day decisions in relation to such things as daily working priorities, the type of response and actions taken or other practical matters.

### Areas of responsibility

The prime responsibility for job holders will be to ensure the welfare of the individuals and family groups they serve. They will be in the front-line of the Council’s response to service users’ needs and will carry out tasks or duties which have a direct impact on them.

Other than assisting new colleagues in their induction by demonstrating duties, job holders at this level will not be expected to supervise or manage others.

These roles are unlikely to have any financial responsibilities.

Job holders will create and maintain work records, both written and electronic. There will, in addition, be sole or shared responsibility for the safe use and basic maintenance of a range of equipment, premises and/or vehicles.

### Impacts and demands

With the emphasis on working with others in a variety of settings, these roles will often see job holders either on their feet or engaged in activities requiring some ongoing physical effort.

Awareness of the actions of children, vulnerable adults and others will call for long periods of sensory attention. Job holders will also be required to have moderate periods of concentrated mental attention. Given the unpredictable volume of calls, job holders will also experience the pressures of deadlines and conflicting demands.

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

Working directly with vulnerable service users will result in some exposure to disagreeable, unpleasant or hazardous environmental working conditions. This may extend to supporting colleagues with moving and positioning to allow for, intimate care and, and will also see job holders exposed to unpleasant or even threatening people related behaviour from time to time.