

Job Description

Title:	Escort Support Worker (Special Needs Transport)
Reports to:	Team Lead / Operational Manager
Responsible to:	Managing Director

Job Purpose:

As an Escort Support Worker, you are responsible for providing safe and comfortable transportation, requiring patience, excellent communication, and the ability to assist clients with mobility challenges, while ensuring adherence to safety protocols. The successful applicant works in partnership with the bus driver, and shares responsibility for the safety of all clients using Accessibility Provider Services Limited (APS) Transport and must adhere to the seatbelt regulations, and the loading and clamping of wheelchair users into the vehicle. The employee will ensure that all clients are supervised, supported and cared for appropriately during their journey and provided with appropriate assistance.

To escort clients to and from pre-arranged locations to a variety of day service provisions or activities/ excursions and airport transfers as required. To act as an escort support worker for individuals, or group of clients and other support workers to appointments, different community events, and activities within different Parishes in Jamaica.

KEY AREAS OF RESPONSIBILITY

Transportation:

- Safely escort clients to and from pre-arranged destinations, ensuring they are seated securely and transported comfortably.
- Direct the driver to pick-up and drop-off points.
- Ensure the vehicle is suitable for carrying clients with disabilities, including checking wheelchair fasteners and chair hoists.

Client Support:

- Always supervise clients, providing assistance as needed.
- Ensure the safety and well-being of clients during their journey.
- Assist clients with boarding and alighting, including those using wheelchairs or other mobility devices.
- Ensure that all clients are seated safely and comfortably, with seat belts fastened.
- Provide assistance with any other needs clients may have, such as carrying luggage or providing directions.
- Be aware of the needs of clients with disabilities and be prepared to provide appropriate support.

- Alongside the driver to deal with discomfort or emergencies arising for clients during the journey.

Communication and Documentation:

- Effective verbal and written communication skills are crucial for interacting with clients, families, and healthcare professionals.
- Fill out necessary paperwork.
- Maintain accurate records of client's routes, times, and any incidents that may occur.
- Report any incidents or safety concerns to the appropriate personnel.

Customer Service:

- Maintain a friendly and professional demeanour with all clients.
- Be patient and understanding with clients who may have difficulty communicating or understanding instructions.
- Address any clients concerns or complaints promptly and professionally.
- Always be professional and ensure clients are addressed by their names.

Vehicle Maintenance:

- Keep the vehicle clean and tidy.
- Report any maintenance issues or concerns to the appropriate personnel.

Emergency Response:

- Be prepared to deal with emergencies, such as medical incidents or accidents.
- Know how to contact emergency services and provide first aid.

Patient Care Skills:

- Empathy, patience, and a caring attitude are essential for working with people with disabilities.

Safety Awareness:

- A strong understanding of safety procedures and protocols is essential for ensuring the well-being of clients.

Problem-Solving Skills:

- The ability to think on your feet and find solutions to unexpected problems is important.

Knowledge of Disabilities:

- Familiarity with different types of disabilities and their associated needs is beneficial.

Other Duties:

- Assist with the loading and unloading of wheelchairs and other mobility devices.
- Participate in training and development activities as required.
- Follow all company policies and procedures.

Qualifications:

- Excellent customer service skills.
- Patience, understanding, and the ability to work with people of all abilities.
- Strong communication and interpersonal skills.
- Ability to work independently and as part of a team.
- Ability to handle stressful situations calmly and effectively.
- Ability to assist with basic first aid.
- Ability to operate a tail lift and ramp to help wheelchair users.
- Ability to work shift rotas and split shifts as and when required by mutual agreement.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
Skills / Attributes	• Good interpersonal skills • Able to work as part of a team and on own initiative • Good written and communication skills (must be able to complete journey documentation clearly and accurately). • Able to relate to people from different backgrounds and cultures	• Literate and articulate. • The ability to collaborate effectively with others to achieve common goals.
Qualifications / Attainments	• Educated to a minimum of literacy and numeracy standards or relevant experience in a similar role. • Willing to undertake further training as and when required. • Clean Police Record	• Educated to High School standard or above or equivalent vocational qualification.
Knowledge / Experience	• Effective social skills gained from dealing with the public. • Basic Working mechanical Knowledge. • Knowledge of equality and diversity	• Experience of knowledge of caring for people or volunteer work. • First Aid experience • Experience of working with an individual with disabilities.
Health	• Ability to undertake the full duties of the job role.	

Personal Qualities	• The ability to adjust to changing situations and new information. • The ability to bounce back from setbacks and challenges. • Maintaining a positive attitude and outlook. • Understanding and sharing the feelings of others. • The ability to adjust to changing situations and new information. • Being truthful and upholding ethical standards.	• Displays self-confidence. • Ability to undertake the full duties of the jobrole. • Being meticulous and paying close attention to accuracy. • Being self-assured and capable.
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