

<b>Role Title</b>	<b>Travel Assistant</b>
<b>Job Family</b>	<b>Families, SEND service</b>
<b>Pay Range / Scale</b>	<b>Indicative SO1</b>
<b>Purpose</b>	
<p>Support the delivery of financial transactions and resource allocation that enables stakeholders and customers to engage with and make informed use of the services.          Managing and maintaining relationships with service users and their families for assistance with travel and Short Breaks provision delivered through the Integrated Disability Service.</p>	
<b>Generic Accountabilities</b>	<b>End Results/ Outcomes</b>
<p>Deliver a specialist aspect of service delivery, which engages customers / stakeholders and enables them to make effective use of the service.</p>	<p>The service is delivered to the quality, organisational and professional standards required applying knowledge and awareness of disability and special educational needs for modes of transport appropriate for this cohort.          Customer / stakeholder expectations are managed in relation to what can be delivered.          The service meets organisational requirements and reflects customer / stakeholder requirements / needs, within organisational constraints.</p>
<p>Support the evaluation of information /feedback. Identify and interpret issues, trends and problems which may impact on the service area. Develop and submit reports and recommendations on key issues.</p>	<p>Information is effectively researched and trends relevant to service area are identified.          Accurate, complete and relevant information / records are provided for internal and/or external use.          Conclusions and recommendations are factually based and enable appropriate decisions to be made.</p>
<p>Provide expert advice and guidance to colleagues, customers and stakeholders. Manage escalated or complex customer issues within the specialist area.</p>	<p>Expert advice, information and support are provided on the full range of issues within the field of expertise.          Queries / complaints are effectively managed.          Appropriate action is taken to resolve the issue.          Customers are satisfied.</p>
<p>Manage own specialist area of work and contribute to development of the Integrated Disability Service relevant to specialist area.</p>	<p>Area of work is delivered to agreed specification, timescales and budgets.          All project documentation and reports are completed correctly and records appropriately maintained.</p>
<p>Design and deliver agreed communications / promotional / engagement events and activities to support the service area.</p>	<p>Events, communications and activities achieve desired results.          Work with colleagues within the Integrated Disability Service to plan and deliver information and guidance to service users.</p>
<p>Carry out all duties and responsibilities with reasonable care for the health and safety of self and others and report any potential hazards or unsafe practices to line manager.</p>	<p>Work is carried out in a way that is safe and without risks to health.</p>

Ensure the necessary standards relating to safeguarding best practices/protocols are effectively communicated, monitored and maintained as relevant within the scope of this post.	Safeguarding standards are monitored and maintained in compliance with Council policy and any issues have been referred to the relevant staff within the IDS / Acute service provision.
Act in accordance with all policies and procedures which apply to the job and understand the reasons for this.	All policies and procedures are complied with.

<b>Job Specific Accountabilities:</b>	<b>End Results/ Outcomes</b>
To maintain and develop all client relationship based functions for the effective administration of assistance with travel and short breaks care packages in the Integrated Disability Service.	Excellent communication with service users/customers demonstrating the required level of expertise and empathy dealing with travel/transport and short breaks issues securing good customer experiences.
To manage and maintain the day to day administration for the effective delivery of assistance with travel projects/programmes.	An efficient and well-co-ordinated travel service for eligible children/young adults with an Education, Health and Care Plan. Effectively deal with concerns/complaints/ issues reported by service users or their families demonstrating fair and reasoned judgements and securing customer satisfaction.
Deliver the services and standards required of the team. Contribute to service / business / communications plans within area of responsibility.	Plan(s) reflect specialist input. Input is provided to wider service planning, improvement and development activities. Team objectives / performance indicators are developed in agreement with line manager and achievement is effectively monitored and delivered. To work with the Finance and Provision Manager and Finance and Client Relationship Officer to develop the functions of financial planning and delivery for identified services relevant to this post.

<b>Nature of Contacts</b>
<p>Work directly with children and young adults; the work has significant implications for the wellbeing of individuals. Professional colleagues across the Families Directorate and other council service areas, other providers and external agencies to gather and exchange information and co-ordinate actions.</p> <p>Develop sensitivity, persuasiveness, negotiation and assertiveness skills to communicate with diverse audiences in emotive circumstances. Ability to build trust and confidence with children and young adults and professionals.</p> <p>Diverse internal and external contacts, to provide specialist advice, guidance and support on</p>

issues within area of responsibility; develop and maintain joint working and promote the Council position.

Consult with stakeholders to identify requirements. Communicate changes in policy and working practice to contacts.

Handle challenging service user / stakeholder feedback, or complaints which involve significant persuasion and influencing skills.

### Procedural Context

Work within a policy framework and guidelines, applying knowledge of systems, procedures and best practice. Work to broad managerial direction, within a policy framework and regulatory guidelines, to ensure performance standards are met within a framework of policy and legislation.

Plans own time and co-ordinates the work in accordance with the needs and demands of the workload. Plan, organise and deliver interventions and actions. Responsible for professional advice and oversight for own area of work.

Exercise professional judgement in assessing stakeholder requirements, potential risk and quality assurance of service. Monitor and evaluate performance / service delivery, ensuring all parties are informed of progress / issues as required.

Provide support to customers, colleagues and other stakeholders through applying knowledge of systems, processes, procedures and best practice.

Responsible for meeting performance standards within a policy framework and regulatory guidelines.

### Key Facts and Figures

Responsibility for financial transactions and allocation of resources.

May have delegated responsibility for some aspects of procurement and project budgets.

Accountability for team budgets relating to travel assistance or short breaks.

### Resourcing

**Budget Responsibilities:** tbc

**Supervisory Responsibilities:** none

**Behavioural Indicators: All Colleagues**

**Knowledge, Skills and Experience**

- Relevant experience of working in the service area / related profession field, with evidence of work responsibilities appropriate to the role and evidence of appropriate professional expertise.
- Knowledge of the specialist work practices / professional guidelines / legislation and emerging developments within the service area.
- Knowledge and understanding of promoting independence, resilience and wellbeing for children, young adults and families.
- Knowledge and experience of contributing to the development of services, policies procedures and practices.
- Excellent interpersonal skills. Proven ability to negotiate and persuade and build and maintain effective working relationships at all levels. Proven ability to communicate with, engage and influence children, young adults, carers, partners and stakeholders, in complex situations.
- Experience of supporting partnership working to deliver service provision to children and families.
- Good planning and organisational skills, with experience of working within general professional guidelines or organisational policy, to achieve service requirements.
- Proven initiative and judgement to identify and resolve problems
- Proven ability to cope with conflicting and changing demands through good time management and the ability to work under pressure.
- Good ICT skills - both standard Microsoft applications and in particular Excel (essential) social care record and data systems.
- Good reporting and recording skills in accordance with expected statutory and internal processes

**Indicative Qualifications**

Numeracy and literacy qualification e.g. GCSE English and Maths or equivalent.  
 Relevant professional qualification (desirable)  
 Relevant experience/expertise

*The above profile is intended to describe the general nature and level of work performed by employees in this role. It is not intended to be a detailed list of all duties and responsibilities which may be required. This role profile will be supplemented and further defined by annual objectives, which will be developed in conjunction with the post holder. It will be subject to regular review and the Council reserves the right to amend or add to the accountabilities listed.*