



Job Profile

JOB TITLE: Programme Delivery Worker, Detached and Outreach Team

GRADE: Scale 5, Points 22 - 25

POST NO: 24933 and 30486

JOB TIER: 5 (non-management)

DBS CHECK: Enhanced

GROUP: Children and Young People's Services

SERVICE: Hillingdon Youth Offer – Universal Team

REPORTING STRUCTURE

Reports to: Programme Coordinator, Detached and Outreach Team

Direct Reports: None

Indirect Reports: None

ROLE PURPOSE:

To support the delivery of peripatetic Hillingdon Youth Offer services through preparing and maintaining the youth bus, in support of the work of the Detached and Outreach Team.

A. Job Description

1. Resident and Community Contribution

- To support the Detached and Outreach delivery team to establish relationships with children, adolescents, and young adults at risk of negative personal, social, health, and economic outcomes, and to support the delivery of effective personal development and support programmes that address identified risks.
- To demonstrate understanding of the Council's *Customer Care Standards* and ensure that these standards are met in order to deliver the Council vision of 'putting our residents first'.

2. People Management

- No direct supervisory responsibility, although the post holder may be required to assist in induction and training of peers and new employees.

3. Operational Service Delivery

- To support the Detached and Outreach Team delivery staff to maintain an efficient mobile resource for children and young people and the wider community.
- To undertake daily, weekly, monthly, and periodic maintenance duties on the vehicle, ensuring the effective management of mechanical consumables including water, oil, tyre pressures, and fuel.
- To advise the Detached and Outreach Programme Coordinator, or senior member of staff, of any mechanical issues, defects, or maintenance requirements arising; and to submit written reports and records regarding the maintenance of the vehicle as required.

4. Service Planning and Development

- To support the Detached and Outreach Team delivery staff to assess the needs of service users, and to plan, deliver, and evaluate the impact of Hillingdon Youth Offer – Universal Team programmes.
- To contribute to the detached and outreach delivery plan and support activities to ensure delivery of the plan.

5. Financial and Resource Management

- To demonstrate cost-consciousness and identify any cost-effective changes to

own way of working.

6. Service Improvement

- To identify and suggest improvements to current ways of working to contribute to the Detached and Outreach Team delivery plan and support activities required to ensure delivery of the plan delivers a more efficient and effective service for customers.
- To be responsible for the quality of the work delegated, and to be involved in regular quality assurance processes.

7. Contacts

- To work with other members of the Detached and Outreach Team to provide the programme of activities, services, and facilities.
- To attend Detached and Outreach staff team meeting, training and use reflection and feedback to develop practice.
- To develop and maintain a professional relationship with the Detached and Outreach Programme Coordinator, and all other staff in the delivery programme team.

8. Additional Responsibilities

- To participate fully in the Service performance appraisal and supervision schemes and, through these processes, identify and participate in appropriate staff development activities and in-service training.
- To implement Council and Service policies and working practices including those on the promotion of equality of opportunity, safeguard the welfare, health and safety and protection of children, adolescents, and young adults, and to always act both within the law and the best interests of the children and young people
- To complete other reasonable tasks to fulfil role purpose or as instructed by management.

B. Person Specification

Driver/ Programme Delivery Worker, Detached and Outreach Team

This person specification will be used for recruitment to the **Driver/Programme Delivery Worker, Detached and Outreach Team** vacancy in LBH. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Licensed entitlement to drive category 'D1E' vehicle		✓
Licensed entitlement to drive PCV/PSV license or		✓
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
Commitment to Equal Opportunities	✓	
Commitment to attend staff and planning meetings	✓	
Ability to work flexible patterns of work, including afternoon and evenings, and occasional weekends	✓	
3. EXPERIENCE ESSENTIAL	✓	DESIRABLE ✓
Experience of working effectively in a team	✓	
Minimum of one year's experience of driving PSV/PCV vehicles	✓	
Management of administrative systems and plant	✓	
4. KNOWLEDGE and SKILLS ESSENTIAL	✓	DESIRABLE ✓
Knowledge of PSV/PCV Vehicle basic maintenance and cleaning procedures	✓	

Effective verbal and written communication skills	✓	
Ability to work on own initiative	✓	
Ability to prioritise work tasks	✓	
Ability to work in context of organisational change	✓	
Knowledge of Health and Safety issues and	✓	
Ability to use computer applications including Word, Excel, Explore, and Outlook		
5. COMPETENCIES ESSENTIAL DESIRABLE		
“Can do” positive attitude Demonstrates a commitment to changing work practices processes, and a willingness to try new ways of working thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well-considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience, when necessary, whilst respecting and valuing the contribution other team members’ experiences can	✓	
Communication Demonstrates well developed written and verbal communication credibly to a variety of different audiences.	✓	
Customer Care Develop contacts and relationships with customer/ client groups, ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and by promoting and supporting developmental opportunities to improve performance.	✓	