

Independent Travel Coordinator	
Salary 25k	
Reports to the Independent Travel Manager	

## **About HCT Group**

HCT Group is first and foremost a social enterprise, creating value and supporting social justice in the communities we serve. We are committed to ensuring the mobility of the most vulnerable and marginalised in our society so that they can access jobs, education and services.

We generate our revenues from transport contracts won in the marketplace, delivering them to a high standard. We do this so that our profits can be reinvested into further transport services in the communities we serve, into training services for people who are long-term unemployed and into employment opportunities for people in deprived communities.

Our commercial success enables our community impact. At HCT Group, we believe that the best way to be a sustainable social enterprise is to be an effective enterprise.

We deliver a wide range of transport services – from London red buses to special educational needs transport, from social care transport to Park and Ride, from community transport to training.

## **Independent Travel Training Scheme**

HCT Group's travel training project will offer early intervention to young people with special educational needs and disabilities (SEND) by providing travel training, enabling them to use public transport independently, reducing their reliance on specialist door to door transport and leading to greater social inclusion.

## **Job Summary**

Supporting a travel training programme for Norfolk, to provide assessment, practical training and advice to young people, support for parents and carers and a service to the local authority and its schools. Co-ordinating a dispersed team of staff to deliver travel training to a cohort of young people each year, including recruitment, safeguarding, training, supervision and practical support. Supporting the stakeholder engagement plan, using publicity materials, and monitoring and reporting to the Project Manager.

## **Job Purpose**

### Key Responsibilities

#### **Referrals**

- Contribute to the referral process, supporting the Local Authority's training priorities
- Support the implementation of the travel training assessment tool

#### **Recruit & Train Team**

- Support the recruitment process
- Contribute to the training and induction programme to include: Safeguarding, first aid, TT training, shadowing, and any other training as required
- Job risk assessment for staff
- Provide support and guidance on safeguarding best practice and support
- Ensure compliance to HCT's risk management and health & safety processes

#### **Travel Training**

- Assess young people for the ability to travel train (home visit, practical & risk assessment)
- Develop a person-centred training programme for each young person, taking account of all their needs such as accessibility and communications needs.
- Lead the sign up process (with young people, parents and schools)
- Undertake risk & journey assessments for young people
- Provide advice & guidance to parents / carers
- Monitoring of progress & the training (on call / spot checks / shadowing)
- Undertake sign off & provide feedback to young people, parents / carers, schools and trainers.
- Undertake service evaluation

#### **Stakeholder management / engagement**

- Promote the service to schools, parents groups, and other stakeholders (as necessary)
- Contribute to the production of promotional materials, communications and marketing
- Upload stories and content onto website to engage learners, carers and stakeholders
- Support community engagement / transition meetings / parent group meetings
- Regular monitoring and reporting on the progress of the service to Project Manager, Commissioner and funders.

#### **Co-ordination**

- Co-ordinate trainers to effectively service the client group
- Manage payroll, sick leave and all HR processes

- Process purchase orders and invoices
- Keep and review accurate training records for all learners
- Supervision – hold regular face-to-face sessions to review training and provide support and guidance
- Management of ongoing training needs
- Support team meetings: for peer support, sharing good practice, policy updates, team building and communication

**Experience:**

- Experience of working with young people with Special Educational Needs and Disabilities
- Experience in managing and delivering projects to deadlines with multiple stakeholders
- Experience of carrying out assessment work
- Experience of risk assessment
- Experience of working independently and planning programmes of work
- Facilitation and presentation skills including the ability to produce publicity materials and deliver presentations to a wide range audiences
- Supervision of staff and/or volunteers

**Skills / Knowledge:**

- Strong communication skills across diverse audiences
- Logical with strong numeracy skills
- Clear written style and ability to accurately report data and information in a timely manner
- Understanding the needs of people with a learning disability and the importance of independence