

Independent Travel Trainer: Norfolk

Reports to the Independent Travel  
Coordinator

Foundation Living Wage £8.75



## **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.

## **Job Summary**

To provide support to clients with special educational needs to enable them to travel independently to and from schools, colleges or day services, while ensuring their safety and wellbeing during training. Manage day to day relationship between the service and schools, families and carers, ensuring good positive communication, accurate reporting and that the reputation of the service is maintained at a high standard. This role is subject to an enhanced DBS check.

## **Job Purpose**

### Key Responsibilities

#### **Travel Training**

- Provide support & guidance to young people in preparation for training
- Work with parents / carers to ensure readiness for training
- Establish collaborative relationships with other professionals such as school and health care staff, police and community support officers, travel and transit staff
- Undertake the training plan, and reporting to the Co-ordinator daily to demonstrate progress or highlight concerns

- Teach a range of skills including but not limited to; route planning, pedestrian skills, transit skills, personal safety, strategies for coping in an emergency, related life skills
- Complete daily reports on the online assessment tool
- Provide learning materials and additional support to promote success
- Complete a sign off report and contribute to the sign off process
- Provide case studies and examples to support learning and evaluate the service
- Contribute to risk assessments and raise issues and concerns according to company policy

### **Stakeholder management / engagement**

- Promote the service (with schools, parents groups, police and other stakeholders) as necessary)
- Support the production of promotional materials, communications and marketing
- Support the development of stories and content for the website to engage learners, carers and stakeholders
- Support community engagement / transition meetings / parent group meetings
- Contribute to risk plans and comply with health and safety processes
- Comply with safeguarding reporting measures

### **Personal motivation**

- Undertake training and development activities
- Supervision – Contribute to face-to-face sessions to review training and provide support and guidance
- Contribute to team meetings: for peer support, sharing good practice, policy updates, team building and communication

### **Skills & Experience:**

- Experience (paid or unpaid) of working with people with disabilities and families from a range of backgrounds
- Strong communication skills across diverse audiences
- Understanding the needs of people with a learning disability
- Skills in recording and reporting using paper based and online tools and templates
- Experience of working independently
- Ability to use public transport with confidence
- Ability to follow written policies and procedures
- Ability to use online journey planning tools, plan journeys and follow travel plans
- Driving Licence and access to vehicle (not always required)