Disability Sheffield
Centre for Independent Living

Job Description

Job title:	**Travel Support Worker**, Sheffield Travel Support (STS)
Office Location:	**Disability Sheffield** The Circle, 33 Rockingham Lane, Sheffield, S1 4FW
Salary:	£13.45 per hour
Pension:	6% employer contribution 2% employee contribution (minimum)
Hours:	**Variable – see individual employment contract**
Contract Type:	Zero hour
Reports to:	Sheffield Travel Support Service Manager
Line management:	None

About Disability Sheffield & Sheffield Travel Support Service

Disability Sheffield Centre for Independent Living is a 'not for profit' pan-impairment organisation driven by people who self-define as disabled people, whether they have a physical disability, a sensory impairment, a mental health condition or learning difficulties. We support disabled adults to make their voice heard, whether through individual advocacy services or through a range of projects seeking to ensure disabled people are at the heart of all decision making across Sheffield.

Sheffield Travel Support (STS) is a support service to people with learning disabilities as an alternative to taxis, council or public transport for people who may need more support or are nervous about traveling with strangers. Each week we provide a personalised service for around 140 people, using ordinary cars with regular named drivers. STS has been running since 2011 and in 2024 was transferred to become part of Disability Sheffield, who now oversee the scheme.

Main Purpose of the role

As a Travel Support Worker (TSW), your main role will be to accompany and support customers to get around Sheffield on their regular journeys or to social events, etc. Picking people up in the morning usually happens between 8.30am and 10.30am, taking them safely to day centres and workplaces. Return journeys tend to start at

about 2:30pm and finish around 4.30pm. There is occasional work outside of these times and a small amount of evening and weekend work would be required.

This is a door-door, personalised service; you won't just pick up and drop passengers off, you'll accompany them in to wherever they're going to make sure they're safe, comfortable and accounted for. The emphasis is on providing the right amount of support to each passenger – perhaps a helping hand from home to the car, perhaps help with the seat belt for those who are limited physically. Some passengers are very talkative and some won't talk at all; some take a while to get to know you and others are ready to be best friends very quickly.

We will pay for your DBS check and we provide training on safeguarding. We will give you 'need to know' information and advice on how best to support each person that you meet. You will soon build up your own rapport with people. We are not particularly looking for support workers with experience in this sort of work - you just need patience, a sense of fun and a readiness to show respect to every person that you support.

At present, all TSW's must own their own car which is suitable for the purpose of transporting customers when required. Most journey's will be in or around Sheffield, but TSW's may also occasionally be required to provide travel support right across South Yorkshire and into Derbyshire.

Location

Disability Sheffield's office is at The Circle, 33 Rockingham Lane, Sheffield S1 4FW, however the Sheffield Travel Support service which manages this role is based at the Burton Street Foundation 57 Burton St, Hillsborough, Sheffield S6 2HH. In practice, as a disabled people's user-led organisation, we are very flexible with working arrangements and reasonable requests will be approved.

Due to the unique nature of the Travel Support Worker role, working time / location will be considered to be the first pick-up each day, and end upon the TSW's arrival back home.

Main Duties and Responsibilities

1. Ensure the safe and friendly transportation of passengers to / from their destinations according to the rota provided by the Service Manager

2. Follow and adhere to the Travel Support Workers Code of Conduct

3. Ensure your vehicle is road worthy and maintained

4. Communicate with office staff as and when required to support the efficiency and safety of the service

5. Undertake any other reasonable duties which fall within the scope of the post as requested

Person specification

Each of the following requirements will be assessed collectively from the application form and interview process.

Essential requirements

1. Access to their own car for the purposes of transporting customers when required and commitment to maintaining and insuring the vehicle in line with Section 19 requirements

2. Understanding and commitment to providing a person-centred, quality and safe service to our customers

3. A caring personality and strong interpersonal skills, being able to effectively communicate with and support our customers.

4. Dependable and reliable

5. Ability to understand and adhere to the TSW code of conduct

6. A good geographical knowledge Sheffield and the ability to travel around Sheffield

7. Able and willing to work occasional evenings and weekends

8. Willingness to undertake any training as required by the role, including safeguarding training

9. Willingness to undertake an enhanced DBS check

10. An understanding and commitment to the importance of equal opportunities, diversity and anti-discriminatory practice, in particular the Disability Rights Movement, Social Model of Disability and the Independent Living Movement

Desirable requirements

11. Good local knowledge of the Sheffield area

12. Experience of working with vulnerable people

13. Personal experience of disability through self or family