



Job description			
<b>Job title</b>	Travel Support Officer		
<b>Grade</b>	Band G		
<b>Directorate</b>	Children's Services		
<b>Service/team</b>	Travel and Travel Support Team		
<b>Accountable to</b>	Senior Travel Support Officer		
<b>Responsible for</b>	Not Applicable		
<b>JE Reference</b>		<b>Date Reviewed</b>	April 2025

### Purpose of the Job

To provide travel support/assistance for SEND Home to School, Post 16, Children's Social Care and in future Adult Social Care and also the council's ad-hoc transport contract will also be managed and implemented by this team. To design, deliver and evaluate training interventions to support service users to travel independently.

### Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. *To work closely with a wide range of service users, families and carers building trust and establishing relationships.*
2. *To work closely with the Social Inclusion Service, Schools and Adult Day services to determine service users who would benefit from alternative travel arrangements.*
3. *To assist in the day to day running of transport services and monitoring providers to ensure that they comply with contractual requirements and implement policies and procedures which safeguard and protect service users.*
4. *To support the planning, co-ordination and delivery of travel training, to the required standard, to a wide range of service users with a variety of needs, to assist them to travel independently across education, college, employment and leisure activities.*
5. *To assist in the design, delivery and evaluation of training programmes, improving outcomes for service users.*



6. To ensure individual learner needs are identified and met at all times using a personalised to delivery.
7. To fully complete relevant assessment processes to evidence service user learning.
8. Assess the extent to which service users have moved to making their own travel arrangements to empower them to lead more independent lives.
9. Evaluate the take-up of service users who are making their own travel arrangements.
10. To ensure that Health and Safety legislation is adhered to and to undertake regular risk assessments.
11. Ensure that services users who qualify for travel support are recorded in a timely and accurate manner that clearly identifies the rationale for the level of support they are eligible for and any identified timescales for reviewing this.
12. Regularly review progress and eligibility for all service users.
13. Maintain detailed, accurate up to date records of all transport services and service users in the council's My Route transport system.
14. Support the Travel Contract Monitoring Officer to report the performance of the transport providers to ensure that they are working to the council's key performance indicators.

## Knowsley Better Together – Staff Qualities





## **Health and Safety**

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

## **Data Protection and Information Security**

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council's information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.