

Private Hire Driver – Special Educational Needs & Disability (SEND) Transport

Job Title

Private Hire Driver – SEND School & Day Centre Transport

Reports To

Transport Manager

Job Type

Part-Time / Term-Time / Contract (as applicable)

Location

Based in and around [Wiltshire]

Job Purpose

Duncan Private Hire Driver is responsible for the safe, professional, and reliable transportation of children and adults with additional needs, including Special Educational Needs and Disabilities (SEND), to and from schools, colleges, respite provisions, and day centres.

The primary responsibility of the Driver is the safe operation of the vehicle and the safe transportation of passengers from collection to destination. The Driver must remain fully focused on road safety, vehicle control, route management, and compliance with all transport regulations at all times.

Where a Passenger Assistant is allocated to the route, the Passenger Assistant holds primary responsibility for the direct supervision, care, behavioural support, and management of passengers whilst onboard the vehicle. This includes managing communication needs, emotional distress, behavioural incidents, disagreements, altercations, safeguarding concerns, and any interaction between passengers during transit.

Drivers are not expected to physically intervene in passenger incidents unless there is an immediate risk to life or serious safety concern requiring emergency action. In all normal operating circumstances, the Passenger Assistant is responsible for dealing directly with children and managing all internal situations within the vehicle, allowing the Driver to remain focused on the safe operation of the vehicle.

The Driver works in partnership with the Passenger Assistant to ensure passengers are transported safely, comfortably, and with dignity at all times.

Key Responsibilities

Safe Transportation Duties

- Safely transport children and adults with additional needs to and from:
 - Schools
 - Colleges
 - Day centres
 - Respite services
 - Community-based activities
- Operate vehicles in accordance with all road traffic laws, licensing conditions, and company procedures.
- Ensure all journeys are conducted safely, punctually, and efficiently.
- Carry out planned routes while remaining flexible to operational changes.
- Maintain a calm and reassuring environment throughout journeys.

Passenger Care & Support

- Work collaboratively with the Passenger Assistant to support passengers during collection, transit, and drop-off.
- Treat all passengers with dignity, respect, patience, and compassion.
- Build positive and professional relationships with passengers, parents/carers, schools, and care staff.
- Support passengers with a variety of needs, including:
 - Autism Spectrum Condition (ASC)
 - ADHD
 - Learning disabilities
 - Physical disabilities
 - Sensory impairments
 - Mental health conditions
 - Complex medical needs
 - Challenging behaviour
 - Anxiety-related conditions

- Understand that some passengers may be non-verbal or have limited communication abilities.
- Assist in creating a reassuring and structured transport experience for vulnerable passengers.

Safeguarding Responsibilities

- Safeguard the welfare of children and vulnerable adults at all times.
- Follow all safeguarding policies, procedures, and reporting protocols.
- Report any safeguarding concerns immediately to management in line with company policy.
- Maintain appropriate professional boundaries with passengers and families.
- Ensure passengers are handed over safely to authorised persons only.

Vehicle & Safety Responsibilities

- Conduct daily vehicle safety checks before commencing duties, including:
 - Tyres
 - Lights
 - Fuel levels
 - Wheelchair restraints
 - Seatbelts
 - First aid kit
 - Fire extinguisher
- Ensure vehicles remain clean, roadworthy, and presentable at all times.
- Safely operate specialist equipment where required, including:
 - Wheelchair ramps
 - Tail lifts
 - Wheelchair securing systems
 - Passenger safety harnesses
- Ensure all passengers are seated securely before the vehicle moves.
- Follow all health and safety procedures and risk assessments.

Communication & Record Keeping

- Maintain clear communication with the transport office regarding:
 - Delays
 - Incidents
 - Route changes
 - Passenger concerns
 - Vehicle defects
- Report accidents, incidents, behavioural concerns, or safeguarding matters promptly.
- Communicate professionally with schools, carers, parents, and support staff.

Professional Standards

- Maintain confidentiality and comply with data protection legislation.
- Present a professional appearance and manner at all times.
- Demonstrate reliability, punctuality, and professionalism.
- Attend mandatory training and refresher courses as required.
- Promote equality, diversity, and inclusion in all aspects of the role.

Working Relationships

The Driver will work closely with:

- Passenger Assistants
- Transport Coordinators
- Schools and educational settings
- Parents and carers
- Social care professionals
- Day centre staff
- Healthcare professionals where necessary

Person Specification

Essential Requirements

- Valid Private Hire Driver Licence (issued by relevant licensing authority)

- Full UK driving licence with no major endorsements
- Enhanced DBS check (Children & Adults Barred List where applicable)
- Excellent driving skills and road safety awareness
- Good communication and interpersonal skills
- Ability to remain calm under pressure
- Reliable, punctual, and professional
- Understanding of safeguarding responsibilities
- Ability to work effectively as part of a team with a Passenger Assistant
- Physically able to assist with passenger boarding and securing mobility equipment where required

Desirable Requirements

- Previous experience transporting children or vulnerable adults
- Experience working within SEND transport services
- Knowledge of autism and additional learning needs
- Wheelchair accessible vehicle (WAV) experience
- First Aid training
- Safeguarding training
- Behaviour management training
- MIDAS certification (or willingness to obtain)
- Manual handling training

Skills & Competencies

Successful candidates will demonstrate:

- Patience and empathy
- Emotional resilience
- Strong observational skills
- Excellent time management
- Reliability and flexibility
- Commitment to passenger safety and wellbeing

Typical Working Conditions

- Early morning and afternoon shifts
- Split shift working may apply
- Term-time working does apply on 90% of contracts
- Driving in varying traffic and weather conditions
- Supporting passengers with varying levels of mobility and communication needs

Training Requirements

Drivers will be expected to complete and maintain training in areas such as:

- Safeguarding Children & Vulnerable Adults
- Disability Awareness
- Equality & Diversity
- Wheelchair Safety & Restraints
- Health & Safety

Additional Information

This role involves regulated activity with children and vulnerable adults and is subject to enhanced safeguarding checks. The successful applicant must demonstrate a commitment to safeguarding and promoting the welfare of all passengers.

The company is committed to equality of opportunity and welcomes applications from all suitably qualified individuals.

Original Signed

Clark Ferguson

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Manager

Duncan Private Hire