

# HcL - Dial-A-Ride & Dial-A-Bus

## VOLUNTEER DESPATCHER – ROLE DESCRIPTION

### INTRODUCTION

HcL is a major Scottish Charity based in the Lothians. The organisation was set up in November 1982 to operate a transport service for people with a range of disabilities and health needs who are unable, or have great difficulty, in using public transport.

HcL receives most of its funding from The City of Edinburgh Council, Midlothian Council, East Lothian Council, West Lothian Council, Scottish Government and St. John to provide:

**Dial-A-Ride:** a door-through-door transport service

**Dial-A-Bus:** a semi-scheduled door-through-door shopping service

Our services cover Edinburgh and the Lothians, operating from our two local bases. We also respond to requests for journeys nationally on an availability basis.

Currently there are twenty minibuses (Dial-A-Ride) and nine midibuses (Dial-A-Bus) in the fleet which have been specially adapted to carry wheelchair users and ambulant passengers.

### PLACEMENT AREAS

Edinburgh, East Lothian and Midlothian operate from:

24/3A Dryden Road, Bilston Glen Industrial Estate, LOANHEAD EH20 9HX

West Lothian operates from:

17A Inchmuir Road, Whitehill Industrial Estate, BATHGATE EH48 2EP

### ACCOUNTABILITY

To the Assistant Operations Manager.

### DESPATCH DUTIES

- To take passenger bookings, arrange journeys, deal with enquiries and provide information when requested. To ensure the smooth scheduling of journey requests.

- General clerical work, including filing, correspondence, and day to day running of the office, including preparation of drivers' sheets.
- Using various office equipment correctly, including computers, telephones, fax machine and photocopier.
- To undertake any induction and in-service training programme as required.
- To assist in training for other staff and volunteer drivers/escorts when required.

## QUALIFICATIONS AND SKILLS

- A good knowledge of your local area would be useful.
- An ability to relate to elderly and/or disabled people is necessary. Previous experience with elderly and/or disabled people is preferred but not essential.
- Good communication skills are essential.
- Candidates must be contactable at home by telephone and be prepared to undertake training.

## EXPENSES

Out-of-pocket expenses will be paid.

## APPLICATION

Application should be made on the form provided and you are welcome to attach a current CV if available.

***HcL strives to be an equal opportunities employer and will prevent discrimination, particularly on the grounds of sex, marital status, disability, race, colour, religion, sexual orientation, nationality, age or ethnic origin.***

HcL has a policy of **no smoking in the workplace**

Send applications to:

**HcL  
24/3A Dryden Road  
Bilston Glen Industrial Estate  
LOANHEAD  
EH20 9HX**

**Tel: 0131 447 9953**

**Email: [admin@handicabs.org.uk](mailto:admin@handicabs.org.uk)**

**[www.HcLTransport.org.uk](http://www.HcLTransport.org.uk)**