

JOB DESCRIPTION

Job Title: Passenger Assistant

Directorate & Section/Unit: Transport Operations

Reporting to: Transport Operations and Logistics Officer

Responsible for: N/A

Salary Grade: Scale 1

DMA Management Level: Frontline

DMA Span of Control (Direct Reports): None

Our People Values:

To uphold and act in accordance with Worcestershire County Council's values:

- **Customer Focus** - Ensure delivery of a high-quality service which meets the needs of customers
- **Can Do Culture** - Be proactive to achieve excellence, finding solutions and creative ways of working
- **Freedom within Boundaries** - Make constructive change through cohesive decision making, ensuring services are responsive.

Purpose of job:

To support passengers on transport who will be either vulnerable adults or pupils with special educational needs and will have a variety of support requirements to and from their destination to ensure their comfort and safety.

Main Activities & Responsibilities:

- To undertake and record daily journey logs
- To maintain the cleanliness of the vehicle, and ensure the interior is kept in a clean, tidy and sanitised condition as far as possible which may include sweeping and cleaning of the interior.
- To prepare passenger vehicles as appropriate ensuring they are correctly configured for the type of duties to be undertaken, including the correct number and type of adult seats, child seats, harnesses, clamps, and other necessary equipment.
- To ensure that all passengers and colleagues are transported safely and with due care.
- To provide cover for other Passenger Assistants as appropriate.
- To wear the uniform and Personal Protective Equipment provided, maintain its cleanliness to an appropriate standard and report any damage or severe wear promptly to line management

- To maintain good links/relationships with and between carers and service providers.
- To assist with the movement of users in and out of the vehicle.
- To ensure the security of clients/equipment within the vehicle.
- To undertake care duties when required including cleaning up after clients who are ill or incontinent.
- To support colleagues in resolving conflicts and/or dealing with challenging behaviour with individuals, families, and carers
- To use Positive Physical Intervention strategies where deemed necessary, including de-escalation techniques. (Team Teach training will be provided for all those undertaking this specific role)
- To monitor the number of passengers on the vehicle and ensure that only authorised users travel.
- To assist/supervise the passenger whilst boarding and alighting vehicles, including pushing and manoeuvring wheelchair users and carrying and lifting bags and luggage as necessary.
- To ensure that safety standards are maintained at all times and that doors are properly closed, seatbelts fastened, child seats correctly fitted and child locks in use where appropriate, and wheelchairs are clamped appropriately
- To actively assist with the use of passenger lifting equipment where required.
- To ensure the safe evacuation of the vehicle and supervision of passengers in the event of an emergency, when visibility may be limited by smoke and access via the normal exits may be restricted.
- To understand and meet any specific need of a passenger, as detailed in the care plan or other instructions provided
- To ensure that the driver is not distracted by passengers during the journeys made.
- To act as the communication link between establishments (e.g. day centres, special schools) and parents/carers or other involved persons
- To report any specific problems concerning the conduct or behaviour of passengers on the transport
- To carry medication as directed and to ensure safe keeping of all other personal possessions.
- To deal with minor injuries (i.e. cuts, bruises) and report as appropriate.
- To take appropriate action where carers/parents are not available to take charge of a passenger

Generic Accountabilities:

- To maintain personal and professional development to meet the changing demands of the job, participate in appropriate training activities and encourage and support staff in their development and training
- To undertake other such duties, training and/or hours of work as may be reasonably required and which are consistent with the general level of responsibility of this job
- To undertake health and safety duties commensurate with the job and/or as detailed in the Directorate's Health and Safety Policy

- The duties described in this job description must be carried out in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the Council's Equality and Diversity Policy
- The nature of the work requires duties to be undertaken which will involve lifting carrying and moving for which appropriate training will be provided. The post holder must be able to physically deliver these
- Working with some vulnerable children, young people and adults can, at times, be emotionally challenging for which appropriate support will be provided through management supervision. The post holder must be able to deal with such mental demands.
- This post is exempt from the Rehabilitation of Offenders Act and / previously met the definition of Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006) and is therefore subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) (as defined by the Police Act).
- This post meets Regulated Activity (as defined by the Safeguarding Vulnerable Groups Act 2006 as amended by the Protection of Freedoms Act 2012) and is subject to an enhanced Criminal Records Check (Via the Disclosure Barring Service, DBS) and the relevant children and/ adults barred list(s) checks.
- The Code of Practice on the English Language Requirement for Public Sector Workers (the fluency duty) applies to this post. Therefore, an ability to fulfil all spoken aspects of the role with confidence through the medium of English is essential for the post.

Contacts:

In all contacts the post holder will be required to present a good image of the Directorate and the County Council as well as maintaining constructive relationships.

Internal: Elected Members, Directors, Assistant Directors, senior managers, management teams, managers and staff across all Directorates, project staff, governors, headteachers, teachers, support and other school-based staff

External: District & County Councils, Government agencies and departments, healthcare professionals, PCT, Police, Fire, Probation Service, educational settings, suppliers, contractors, service providers, statutory and voluntary organisations, service users, clients, customers, parents and pupils, members of the public, volunteers

Additional Information:

- The ability to travel throughout the county, including areas where there is limited public transport and be able to reach, including but not limited to, families, young people, internal and external clients and within a timely manner

- The Council reserves the right to alter the content of this job description, after consultation to reflect changes to the job or services provided, without altering the general character or level of responsibility
- Reasonable adjustments will be considered as required by the Equality Act.

Author: Pete Smith

Date: 16th December 2021

Date of grading check:

December 2021