

## **JOB DESCRIPTION**

<b>Job Title:</b>	<b>Passenger Assistant - Back &amp; 4<sup>th</sup> Contract</b>
<b>Reporting to:</b>	<b>Back &amp; 4<sup>th</sup> Transport Project Manager</b>
<b>Hours:</b>	<b>various hours per week</b>
<b>Salary</b>	<b>NJC scale point 12 (pro rata) (currently £9.99 per hour)</b>
<b>Location:</b>	<b>Sir Frank Whittle Business Centre, Rugby</b>

### **Purpose**

To assist children during their journey to and from school.

### **1. General**

- 1.1. The passenger assistant is expected to complete their duties as part of high quality passenger transport services.
- 1.2. The passenger assistant is expected to work as part of an efficient team providing a quality service for individuals who may have mobility difficulties.
- 1.3. The passenger assistant must deal sensitively with the needs of their passengers who may be children with severe or profound learning or physical disabilities.
- 1.4. The passenger assistant is expected to complete their duties in accordance with procedures and training.
- 1.5. The passenger assistant is expected to carry out their duties in a manner which promotes equality of opportunity, dignity and due respect for all employees and service users and is consistent with the WRCC Equal Opportunities Policy.
- 1.6. As the passenger assistant may be in sole charge of his/her passengers, the post is subject to an Enhanced Disclosure under the arrangements established by the Disclosure and Barring Scheme (formerly Criminal Records Bureau).

### **2. Duties**

- 2.1. To assist on school transport routes on accessible minibuses to transport individuals who may have mobility difficulties and / or disabilities with due consideration to their needs and comfort.
- 2.2. The passenger assistant will work shift rotas and split shifts as and when required by mutual agreement.
- 2.3. The driver and passenger assistant must work as a team to provide a safe and quality service. This will require flexibility from both members of the team.
- 2.4. The passenger assistant along with the driver is responsible for the safe and comfortable access and egress of the vehicle by all passengers, ensuring that wheelchair users and those unable to manage steps do so safely using the tail lift. All wheelchairs and equipment must be secured safely before driving off.

- 2.5. The passenger assistant, with assistance from the driver, must ensure that all passengers are sitting safely and comfortably in their designated seats with seat belts before driving off.
- 2.6. The passenger assistant will remain in contact with the office and be responsive to operational needs and keep communication channels with parents open to respond to changes of routine.
- 2.7. On home to school routes children will be collected from their home address in the mornings strictly in accordance with the schedules laid out by the contract and taken to school.
- 2.8. Children will be collected from school in the afternoon and taken to their homes as per schedule.
- 2.9. On scheduled bus routes the passenger assistant will work with the driver to ensure that they do not leave a stop before the advertised time.
- 2.10. The passenger assistant along with the driver is expected to monitor timetables and keep the office informed if regular difficulties arise as well as recommending amendments where appropriate.
- 2.11. The passenger assistant must ensure that pupils are only allowed to disembark from the vehicle if they are either supervised by themselves or a member of school staff.
- 2.12. The passenger assistant will ensure that once children are handed over to them at the end of the day they will ensure they are supervised at all times until handed over to their parents / carers at the end of the journey.
- 2.13. The passenger assistant may be required to cover the duties of another passenger assistant and must familiarise themselves with those duties and their specific requirements.
- 2.14. The passenger assistant will assist passengers where necessary from their homes and destinations to and from the vehicle.

### **3. Other**

- 3.1. The passenger assistant will complete specified paperwork and timesheets and fill in log-sheets, as required, and return to the office in a timely manner.
- 3.2. The passenger assistant will undertake training courses including PATs (Passenger Assistant Training), Moving and Handling, First Aid, Safeguarding and any other appropriate training relevant to the transportation and safety of their passengers.
- 3.3. The passenger assistant may be required to assist with daily safety checks of the vehicle before the commencement of their route. All defects must be immediately reported to the office.
- 3.4. The passenger assistant will be responsible for assisting in maintaining the internal and external cleanliness of the vehicle including washing the exterior as required, sweeping, mopping and tidying the interior as required.
- 3.5. The passenger assistant will report any incidents, accidents and vehicle damage, possible offences under the Road Traffic Acts as well as all matters affecting the efficiency and day to day running of the transport service to the Transport Project Manager.

- 3.6. The passenger assistant is expected to conform to Health and Safety requirements in respect of Health & Safety at Work Act and other relevant legislation at all times, to adhere to safe working practices, Health & Safety policies and other procedures and to report all accidents and incidents in accordance with procedures.
- 3.7. The passenger assistant is responsible for day-to-day health and safety issues, wear appropriate PPE and to ensure that a duty of care is maintained to him/herself, their passengers and other colleagues. The uniform provided should be worn at all times when on duty and its cleanliness should be maintained to an appropriate standard.
- 3.8. The passenger assistant will aid the resolution of conflicts and/or deal with disruptive passengers.
- 3.9. The passenger assistant will assist in carrying out all necessary tasks to facilitate the safe and legal use of any vehicle.
- 3.10. The passenger assistant will assist the office in promoting Back & 4<sup>th</sup>'s services to the community as appropriate.
- 3.11. The passenger assistant will undertake all other reasonable duties as delegated to them by the Transport Project Manager.
- 3.12. This job description is subject to amendment in the light of changes in its work, priorities or requirements. Such amendments would be introduced only after consultation.
- 3.13. Where a mobile phone has been issued passenger assistant should reasonably be contactable when off duty in order to respond to unforeseen incidents and emergencies.

## PERSON SPECIFICATION – Back & 4<sup>th</sup> Passenger Assistant

The successful candidate will need to demonstrate:

CRITERIA	E = Essential D = Desirable	Assessed: A = Application Form I = Interview	
		A	I
<b>QUALIFICATIONS/KNOWLEDGE</b>			
Current First Aid Certificate	D	✓	✓
PATS (Passenger Assistant Training Scheme) certificate	D	✓	✓
<b>WORK EXPERIENCE/KNOWLEDGE</b>			
Previous experience of working with people with learning disabilities	D	✓	✓
Understanding of confidentiality	E	✓	✓
<b>SKILLS AND ABILITIES</b>			
Ability to understand and carry out instructions	E	✓	✓
Reliable and trustworthy	E	✓	✓
Ability to work as part of a team	E	✓	✓
Caring attitude	E	✓	✓
Manual dexterity and ability to assist in the loading of occupied wheelchairs	E	✓	✓
Excellent communication and customer service skills	E	✓	✓
Ability to maintain accurate and clear administrative records	E	✓	✓