

JOB DESCRIPTION

Job Title	Passenger Assistant		
Directorate	Climate & Place		
Reporting to	Area Operations Manager		
Grade	15		
Evaluation ref:	AG0209	Job ref:	Family
Role purpose			
Attend to the general safety and wellbeing of passengers whilst travelling and to carry out duties associated with collecting and returning passengers, such as assisting passengers to, from and into their homes as appropriate or pick-up point and on/off the vehicle. Maintain an acceptable standard of conduct on the vehicle, preventing bad behaviour. Will sit in a suitable position within the main body of the vehicle to ensure appropriate support to all passengers.			
Responsibilities			
<ul style="list-style-type: none"> • When passengers exhibit challenging behaviour, or become unwell on the transport, the Passenger Assistant will be required to address the situation immediately. This may involve the administration of approved medication. • Ensure that no undue delay occurs in the pick-up of passengers and ensure a safe and comfortable journey for each person. • In conjunction with the Driver, ensure that passengers are safely secured in seat belts and that where appropriate wheelchairs etc are securely anchored in the prescribed manner. Make visual checks of wheelchair tyres and pressures and ensure that correct procedures and safety guidelines are complied with when operating tail lift equipment. Ensure that suitable emergency equipment is available. • Undertake record keeping relating to user travel and to report any incidents out of the routine, such as misbehaviour or signs of illness amongst the passengers. • Before every journey, physically check all the vehicle windows and locks to ensure that all catches and fastenings are secured. Jointly with the driver to maintain the vehicle in a clean and tidy condition. • At each stop ensure that all roads are safe to cross and accompany the passenger(s) across the road and to and from the front door, if necessary, or as directed. Ensure that any enquiry regarding non-appearance of a passenger is made by the Passenger Assistant or the Driver. • Attends training related to the safe operation of vehicles and the carriage of passengers as directed by the line manager. 			
Impact			
Contacts & Relationships			
Routine contacts with local managers, teachers, and other staff, with users requiring basic support and with families and carers.			

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Resources

Has a shared responsibility with the Driver for the safety of passengers at all times between designated locations. The Driver will ultimately have legal and operational responsibility. Routine cash and/or cheque handling, on behalf of clients in accordance with financial regulations (small sums - £100's).

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge/Skills			
<ul style="list-style-type: none"> Ability to speak fluent English as stated in Part 7 of the Immigration Act (2016) 	E		
Experience			
<ul style="list-style-type: none"> Experience of dealing with people in a caring capacity. 	E		
<ul style="list-style-type: none"> Experience of working in a customer care environment and dealing with people who have disabilities. First aid experience. Moving and handling experience. 		D	
Qualifications / Registrations / Certifications			
Reasonable standard of education.	E		
Working Conditions			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position.			
Corporate Responsibilities			
Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.			