**Passenger Transport Assistant**

**Grade – Scale 3**

**Job Description**

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| **Job Purpose** |
| * To support in Transport Team in the delivery of passenger transport services for the Council under the guidance of the Transport Supervisor and Transport Team Leader.
* To assist the Transport Team to ensure delivery of safe, reliable, sustainable, and innovative value for money transport services are provided for the residents of Telford.
* The post holder will accompany and be responsible for vulnerable clients, including children with special educational needs and adults with disabilities whilst being transport on Fleet transport.
* The post holder will support clients and their families and work closely with the passenger assistant, and office team to ensure that the safety, comfort and dignity of all passengers is respected at all times.
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| **Major Tasks**  |
| * To work within a rota system on a designated route, that may vary as determined by service needs, ensuring clients arrive safely at their destination and are handed over to a responsible Adult.

 * To assist clients and ensure the safe boarding and alighting of passengers on and off fleet vehicles and to ensure the safe operation of exits from the vehicle, including tailgate lifts and where appropriate the correct fitting of passenger and wheelchair restraint systems, in accordance with recommended guidance and procedures.
* To respect the dignity and confidentiality of each client by working in a manner which promotes their individuality, independence and their rights.
* To liaise with the client, their families/carers, school/service centre staff and office staff to ensure the efficient and effective provision of transport services. This will include the effective communication of messages and information between home and school/service centres and other officers in the group e.g. updating vehicle client lists.
* To report back immediately to the Team Leader or Transport Supervisor any concerns, incidents or changes in progress of customers circumstances or behaviour and record in the communication book.
* To ensure health and safety both in the depot environment and on vehicles including drivers, other passenger assistants and all passengers. This will include:
	+ To report and identify new risks or updated risks actions to the Team Leader or Transport Supervisor.
* To comply with safe systems of work in accordance with Health and Safety, Safeguarding and other policies and procedures as identified as being relevant to the role.
* To be responsible for the issuing of various tickets and passes in return for monies taken and to be responsible for all cash taken on route and reconcile the money when returning to the depot.
* To work within agreed policy and procedures e.g. compliance to health and safety, reporting absences etc.
* At the direction of the Team Leader or Transport Supervisor induct, instruct and train passenger assistants in the daily operational processes and other aspects of daily routines and routes.
* Present a positive image of the service by being polite, courteous and considerate in dealing with members of the public and wearing the council identity badge and uniform at all operational times. To wear all personal protective equipment (PPE) supplied by the council at all times whilst in work.
* Manually clean the allocated vehicle regularly with cleaning materials supplied, as directed by the Team Leader or Transport Supervisor. To adhere to all Health & Safety polices and risk assessments applicable both during cleaning processes, including wearing PPE equipment as supplied.
* Report all incidents to the Transport Team Leader or Transport Supervisor under the council’s and Fleets policies and procedures e.g. health and safety, road traffic accidents.
* Attend team meetings, discussions and training sessions as required.
* The post holder may be required from time to time to undertake other duties as is commensurate to the post e.g. duties in the depot including cleaning.
* To attend a minimum of 5 days mandatory training. These training sessions may be arranged outside normal working hours.
* To understand and follow safeguarding policy at all times

**Generic tasks listed below:** * To support the Council’s visions and priorities both internally and externally
* To adhere to and implement all relevant Policies & Procedures
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| **Contacts & Relationships** |
| * The post holder will have daily contact with the Transport Supervisor and Assistant Transport Officer, Drivers, members of the public, clubs and their organisers, clients and school/centre care staff resolving any minor issues and ensuring transport is provided on time and complies with quality standards.
* The post holder will be able to form positive relationships with school staff, children, young people, and adults, they will be a good, diplomatic communicator.
* The post holder will have regular contact with the Transport Team Leader.
* The post holder may occasionally have contact with councillors and other officers in the course of their duties.
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| **Creativity** |
| * To accurately complete waybills and cash paying in slips and reconcile money taken each day.
* Passenger Assistants will be required to update client’s lists, communication books and vehicle diaries with any client related operational changes notifying the Transport Supervisor/duty Officer as required.
* Completion of relevant incident forms to a high standard where appropriate, e.g. accident, violent incident, near miss etc.
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| **Decisions** |
| * The post holder must decide on the course of action which best achieves safety and client, trainees, passenger satisfaction within the limitations of the Passenger Transport and Council policies and procedures e.g. diversion through road works, adverse weather, break downs. Highlight to the Passenger Transport Supervisor or Passenger Transport Team Leader any issues.
* The post holder must decide on the best course of action when managing clients whilst on a vehicle (within the limitations of Passenger Transport and Council policies and procedures), highlight to the Transport Supervisor or Transport Team Leader any issues.
* Responsible for making on-site decisions, dynamically risk assessing and making adaptions where necessary.
* Recommends to the Transport Supervisor or Transport Team Leader any issues that may result in the need for changes in administrative and operational procedures
* Apply first aid when necessary appropriate to the post holder’s skill level.
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| **Management & Supervision** |
| * The post holder will have no supervisory responsibility.
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| **Supervision Received** |
| * The post holder will work closely with the Driver and receive daily instructions from the Transport Team Leader, Transport Supervisor and Assistant Transport Officer.
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| **Complexity** |
| * The ability to manage clients during transportation dealing with unforeseen client operational issues in a calm and efficient manner, e.g. vomiting, behavioural difficulties, and notifying the driver if required to stop the vehicle.
* The ability to manage clients during transportation dealing with unforeseen client operational issues in a calm and efficient manner, e.g. vomiting, behavioural difficulties.
* Issues of a more serious nature may require calling the emergency services for assistance, and such actions should be reported immediately to the Transport Team Leader or Transport Supervisor.
* Ensure the vehicle is correctly equipped for specific operation e.g., child seats, restraints, wheelchair clamps.
* The post holder will be required to attend other training outside normal working hours and will be required to complete continual personal development using the councils e-based training system ‘Ollie’ and attend compulsory training of five days per year (20 hours).
* To work a 5 days from 7 rota system in line with business needs as required.
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| **Resources** |
| * Has responsibility for a mobile phone
* The post holder will be responsible for processing Personal Sensitive Information.
* To exercise confidentiality with the responsibility of recording personal and sensitive information relating to customers using the service in line with T&W information governance policy.
* The post holder is responsible for handling cash in the form of fares and responsible for reconciling the fares taken each day.
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| **Impact** |
| * The post holder is a first point of contact for members of the public/service users.
* The role covers the two key areas of Adults and Children transport, and as such decisions made in this role have a direct impact on customers who often have complex needs. The postholder will have daily direct contact with these customers, often discussing challenging subject matter
* The post holder is a first point of contact for members of the public/service users and is responsible for the safe transportation of passengers.
* To have responsibility for ensuring the safety of passengers whilst travelling including ensuring that safety belts and other restraints are in place and remain in place for the whole journey. To have responsibility to inform the driver to stop if safety belts or restraints are removed.
* To have responsibility of safeguarding and promoting the welfare of children and adults with disabilities using the service.
* To comply with safe systems of work in accordance with Health and Safety, Safeguarding and other policies and procedures as identified as being relevant to the role of Passenger Assistant.
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| **Physical Demands** |
| * This role requires bending, stretching and kneeling whilst securing wheelchairs in vehicles and carrying of equipment to and from the vehicles.
* The post holder will provide moving and handling support of customers using the service including the pushing of wheelchairs and the manual handling of mobility aids and hoists.
* The post holder will be required to clean vehicles including windows, floors and seats. This includes the cleaning up of bodily fluids.
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| **Working Environment** |
| * The post holder will work in a transport depot.
* The postholder will be expected to work outside regularly in all weather conditions where deemed safe to do so.
* The postholder will be required to administer adrenalin pens (Epipen), midazolam and other medications.
* The post holder will work in a transport depot work in areas where vehicles are moving.
* There will be regular exposure to conditions such as would be found outside in a transport depot environment and when carrying out the duties of a passenger assistant on transport.
* The post holder may face verbal abuse/challenging behaviour via the telephone or face to face.
* The post holder may face verbal abuse/challenging behaviour on a daily basis whilst transporting customers.
* Some of the customers using the service may present with verbal and physical behaviours that may challenge.
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| **Emotional Context**  |
| * The nature of the Passenger Assistant role will regularly involve contact with upsetting or distressing information in relation to people using the transport service. The PA’s deal directly with children and adults with complex disabilities who may get upset or agitated. They may have someone disclose to them or hear allegations of abuse or neglect which will need reporting as per the safeguarding policy.
* Close working with adults and children with disabilities when supporting them on transport.
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| **Other** |
| * The post holder will be expected carry out any other duties as are within the scope, spirit and purpose of the job, commensurate with the grade.
* The post holder will be expected to actively follow Telford & Wrekin Council policies, including those such as Equal Opportunities, Human Resources, Information Security and Code of Conduct etc.
* The post holder will be expected to maintain an awareness and observation of Fire and Health & Safety Regulations.
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**Person Specification**

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| **Criteria** | **Standard** |
| **Qualifications** | * Competences in Maths and English equivalent to NVQ 2.
* Must have completed or working towards the CPI Safety Intervention foundation training
* Must have completed or working towards midazolam and Epipen administration training
* Must have completed or working towards paediatric first aid and basic first aid training
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| **Experience** | * Experience in the direct provision of passenger transport services.
* Experience in providing services for disabled and vulnerable members of the community.
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| **Knowledge** | * Previous knowledge of the working with disabled or vulnerable members of the community.
* Knowledge of safeguarding
* Knowledge of basic First Aid.
* Must have a basic understanding of the scope of the services provided by Fleet Transport Services and by the Council as a whole.
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| **Skills** | * Able to communicate and understand the needs of different clients and treat them individually, fairly and with compassion and dignity.
* The ability to deal with emergencies in a calm and efficient manner.
* Able to work as part of a team within a rota system.
* Must be well organised and methodical to ensure that accurate records are maintained and issues reported to the Transport Team Leader, and Transport Supervisor..
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| **Personal style & behaviours** | * As a council employee you will be supported and expected to demonstrate the Councils Core Behaviours. Please note that these may be updated from time to time and are available on the Council’s intranet pages.
* Team player able to efficiently undertake individual tasks with limited supervision and work effectively as part of a Team.
* Willing to learn new skills and undertake training with a keen sense of commitment and responsibility.
* Self-motivated and confident in communication with others.
* Passenger Assistants are required to wear a uniform, identity badge and PPE (provided) in order to give clients and their carers confidence in the quality service provided.
* To be flexible and able to adapt to new ways of working.
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| **Fluency Duty** | This post has been identified as a customer facing role and therefore the Council is required to fulfil their statutory duty under Part 7 of the Immigration Act 2016. As a public body the Council is obliged to ensure member of staff in such roles are able to have a command of spoken English which is sufficient to enable the effective performance of their role. |
| **Political Restrictions\*\*** | This post is not subject to political restrictions |

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We will ensure, so far as is reasonably practicable, that no disabled applicant is placed at a substantial disadvantage. This person specification includes what we believe are fully justifiable essential selection criteria. Provided that the selection criteria unconnected with the disability are met, we will make ALL reasonable adjustments in order that someone with a disability can undertake the duties involved.

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| **Type of criminal records checks required for this post** | **Mark as required** |
| None |  |
| Basic Disclosure |  |
| Standard Disclosure |  |
| Enhanced Disclosure | x |
| Working with Adults - Regulated Activity | x |
| Working with Children - Regulated Activity | x |

Information on types of criminal records checks is available at:

<https://www.gov.uk/disclosure-barring-service-check>