

Job description

Job Title:	Passenger Assistant
Grade:	Dorset Council Grade 2
Job Evaluation Reference:	CC 253
Job Family:	Transport Policy & Passenger Assistance

Purpose and impact

1. To accompany vulnerable children or adults to and from their home, whilst being transported by Dorset Council or hired transport.

Key Responsibilities

2. Responsible for the care and conduct of all passengers being transported to and from schools, colleges or centres and ensuring they are at all times properly and safely supervised.
3. Assist passengers alighting or boarding the vehicle, leaving the vehicle only to enable them to access or exit their destination.
4. Ensure the proper and safe handover of passengers on arrival at their destination.
5. Ensure all passengers are safely seated within current guidelines laid down by Dorset Travel and current Road Safety legislation. The proper use of a child seat when a child is under the age of 12 or the height of 135cm.
6. Report any incidents, accidents or unusual occurrences to Dorset Travel and school, college or centre. Completing report forms and handing to the Compliance Officer without delay.
7. Act as a link between the school, college or centre and home as requested with regard to passing appropriate information and messages, both verbal and written.
8. Ensure that all personal items belonging to passengers are securely transported with that individual and stays with them when boarding or alighting the vehicle.
9. Maintain an accurate manifest of passengers being transported including their names, addresses their equipment, picking up and dropping off times.
10. In conjunction with the driver, ensure that manifests are adhered to. Report any variations to Dorset Travel. Report any concerns you might have in respect of the operation of the vehicle, to include: roadworthiness, seating, seat belt issues or heating problems to Dorset Travel.
11. Any lessor or comparable duties.

NB: The duties and responsibilities of this post are not restrictive and the post holder may be required on occasion to undertake other duties. This will not substantially change the nature of the post.

Supervision

12. Reporting to: Compliance Officer

Other factors

13. The primary environment in which the post holder works will be a motor vehicle travelling between homes, schools, colleges or other service provision such as day centres.
14. Normally working split shifts or short shifts to include morning and afternoon.
15. Working with a variety of mobility equipment, including walking aids, rollators and wheelchairs.



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16. Some passengers may present challenging behaviour including the potential for verbal or physical abuse.
17. Working with a driver and vehicle from a contracted company or a driver and vehicle within Dorset Travel.

Our behaviours

Dorset Council has developed and embedded a set of behaviours that will form part of everything you do and you will need to be able to demonstrate them through the way you work, regardless of your role or grade within the organisation.

Full details can be found on the job website under [‘Working for Dorset Council’](#).



Person specification

Applicants will be shortlisted on the basis of demonstrating that they fulfil the following criteria in their application form and should include clear examples of how they meet these criteria. You will be assessed in some or all of the specific areas over the course of the selection process.

Essential criteria are the minimum requirement for the above post.

Essential

Qualifications/ training/registrations
Required by law, and/or essential to the performance of the role
1. Basic literacy and numeracy skills
Experience
2. Working or volunteering in a caring environment
3. Previous experience of dealing with children/adults of all ages and abilities
Skills, abilities & knowledge
4. Ability to comply to health and safety policies
5. Caring and understanding attitude
6. Assertive
7. Able to work on own initiative
8. Flexible in approach
9. Adaptable
10. Ability to communicate effectively
Behaviours
11. Respect
12. Responsibility
13. Recognition
14. One Team: Collaboration
Other
15. Punctual and reliable
16. Confidentiality
17. Physically fit with the ability to provide the care required for the position of passenger assistant.
18. Telephone communication
19. Able to work flexible hours as necessary
20. Ability to fulfil the travel requirements of the post



Person specification

Desirable criteria will only be used in the event of a large number of applicants meeting the minimum essential requirements.

Desirable

Experience
21. Experience of working in an educational setting with specific knowledge of children or adults with special educational needs
22. Previous experience of caring for vulnerable children or adults
Skills, abilities & knowledge
23. Knowledge of Dorset Council policies and procedures
24. An understanding of learning, physical and communication difficulties
25. Knowledge of moderate and complex learning needs
26. An understanding of safeguarding children
27. Recognition of a hazard and how to report

Approval			
Manager	Dorset Travel	Date	February 2017

