

Context statement

To accompany job description and person specification when required

Job title: Passenger Assistant
Team: Dorset Travel

Organisation Structure

Reporting to: Compliance Officer

Dorset Travel was formed in 2008 and is committed to providing a high quality of service for its customers from school children to day centre visitors and members of the public. The combined 'in house' and 'bought in' fleet carries over 13,000 passengers every day on various services and routes across Dorset.

Dorset Travel is also an accredited training centre with experienced and qualified trainers, new staff will be invited onto a full induction training course, providing the tools and knowledge to enable you to work safely and professionally.

The course content for all new staff:

- Emergency First Aid
- Manual Handling
- Customer Care
- Safeguarding Children
- Fire & Evacuation

Context of Work

The role of passenger assistant is to take care of the health & safety of special educational needs (SEN) children, in the transportation from home to school and school to home.

To understand the hazards and comply with safety policies, ensuring not to put yourself or others at risk.

The passenger assistant has to be physically fit, some SEN children have no concept of their own safety and you will have to ensure the safety of the children on your route, you might need to run after a child if they have alighted from the vehicle and are in danger. Some children travel in wheelchairs, you will need to be able to push the child in the wheelchair from the vehicle to the school entrance. You must be able to run, bend, stretch, push, pull, lift, carry and kneel to provide the care required for the position of passenger assistant.

The passenger assistant will be trained in emergency first aid; this will need to be used in all emergency situations as well as calling 999.

The passenger assistant has a duty of care to safeguard children from harm and this training will be provided.

Communication can sometimes be difficult with children with learning disabilities, you will be provided with different ways to communicate. It is also very useful to talk with the school staff as they will be able to provide extra information as to the likes or dislikes of the children.

Travel Requirement

There are no travel requirements for the passenger assistant, you will be picked up from your home address by Dorset Council or a contracted driver on your route. After safely



transporting your passengers to their destination you will then be returned to your home address.

Transport will be provided for you to attend training courses but if you use your own vehicle **Business Use** will need to be added to your Insurance policy for you to claim expenses.

Other information

As a passenger assistant you will be required to attend a course of induction training prior to going into your main role, and there will be ongoing refresher training and evening meetings which you will be expected to attend.

Context statement prepared by:			
Training Officer	Kate Rice	Date	July 2020