

Job Description and Person Specification

Passenger Assistant

Job Details	
Grade	3
Service	Passenger Transport Service
Location	Whitley Depot
Job Evaluation Code	A6128

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
To be responsible for the safety, care and welfare of clients whilst transporting them to and from various locations.

Main Duties & Key Accountabilities

- Assist clients on and off vehicles and ensuring they are properly secured (always using seat belts and/ or harnesses) in their seats.
- Ensure the care and well-being of clients to provide a stimulating and pleasant journey. (Escorts are expected to involve service users in conversation in order to assist in the social and learning skills.)
- Develop and implement a good understanding and good practice when working with SEN children and young people, that includes managing significant challenging behaviours, child centred practice and informed choice principles.
- Adhere to all health and safety, safeguarding and GDPR policy guidelines or any other policies as specified for the safe delivery of the service to vulnerable children, young people and adults.
- Record and report promptly any areas of concern relating to health and safety, safeguarding in accordance with above policies and training.
- Respond to unforeseen circumstances in a calm manner by working with all colleagues across the service and external stakeholders
- As the first point of contact, ensure that professional manner is beyond reproach when working with and for children, young people, parent/carers, professionals, schools and liaise with them, accordingly, maintaining strong positive relationships
- Be flexible in working contracted hours and different routes over a standard working day/week as and when required to meet the needs of the service.
- Act as a link between the client' parent/carers and day service establishments (or similar), including the carrying of messages, items of clothing, equipment, and medication to pass on to a responsible person at their destination point.
- Receive items of clothing, equipment and safe/secure transportation of medication and/or money and pass these on to parent/carer at client's destination address.
- Always attend to the physical needs of the clients that may include, lifting, pulling, pushing within confined spaces.
- Assist in the cleaning and disinfecting of the vehicle after incontinence and vomiting if required.
- Undertake internal visual and physical checks of vehicles prior to use daily i.e., seatbelts, cleanliness and report any defects
- Complete all paperwork required.

- Be flexible in working contracted hours and different routes or vehicles over a standard working day/week as and when required to meet the needs of the service as specified by PTS management team.
- Operate 2-way radios with due care
- Attend training as required and provided by the Passenger Transport Department
- Be responsible for ensuring PTS values and ethos are portrayed by ensuring professional conduct and behaviours associated with **Open & Fair, Nurture & Develop, Engage and Empower, Create & Innovate, Own & Be Accountable, Value & Respect**, are evidenced in everyday practice
- Any other duties and responsibilities within the range of the salary grade.
- Note: All personnel are prohibited from smoking in vehicles in line with Council policy. All incidents of smoking are to be reported and will be treated as a disciplinary offence.

Key Relationships

External :	<ul style="list-style-type: none"> • Schools • Parent/carers • Other professionals • Special Education Needs Children and Young People • Vulnerable adults 	Internal :	<ul style="list-style-type: none"> • Passenger Transport Office team, coordinators, supervisors and manager • Other drivers and escorts for the passenger transport service
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Standard Information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Training

The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.

Responsible for	
N/A	

Person Specification	
Requirements	
Knowledge	<ul style="list-style-type: none"> • Basic Knowledge of Health and Safety, and safeguarding • Able to demonstrate an understanding of the City Council's Equal Opportunities Policy.
Skills And Ability	<ul style="list-style-type: none"> • Flexible approach to work. • Ability to work as part of a team. • Ability to assist respectfully, clients with varying needs and treat them with sensitivity at all times including passengers in/out of wheelchairs and/or in/out of vehicles. • Ability to maintain satisfactory attendance levels and timekeeping. • Ability to work on own initiative. • Good communication skills. • Willingness to learn new skills.
Experience	<ul style="list-style-type: none"> • Dealing with people • Ideally working with vulnerable people who may present challenging behaviours • Ideally, training with regards to safeguarding • dealing with challenging behaviours • Working with SEN children and young people
Special Requirements	<ul style="list-style-type: none"> • This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).

Declaration

Reviewed/Created By:	Mark Bolton		
Job Title:	Passenger Transport Manager	Date:	March 2023