

Job Description and Person Specification

Role: Passenger Assistant



Job Description

Job Title	Passenger Assistant
Grade	Grade 3
Service	Passenger Transport Service
Reports to	Passenger Transport Supervisor or Coordinator
Location	Whitley Depot
Job Evaluation Code	A6128



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: 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:



About the Service your team will provide

Purpose of the role

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

Main Duties & Key Accountabilities

Core Knowledge

- Assist clients on and off vehicles and ensuring they are properly secured (using seat belts and/ or harnesses) in their seats at all times.
- Ensure the care and well-being of clients in order 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.
- Attend to the physical needs of the clients at all times 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 on a daily basis 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 every day 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 Schools Parent/carers Other professionals Special Education Needs Children and Young People Vulnerable adults	Internal 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.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions.
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required.
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare.
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected.
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately.

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

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder: N/A

Person specification

Job Evaluation Code	C6215D
Knowledge	
<ul style="list-style-type: none"> • Basic Knowledge of Health and Safety, and safeguarding 	
<ul style="list-style-type: none"> • Able to demonstrate an understanding of the City Council's Equal Opportunities Policy. 	
Understanding of challenging behaviours and ways to work with vulnerable children, young people and adults	
Skills and Abilities	
<ul style="list-style-type: none"> • Flexible approach to work. 	
<ul style="list-style-type: none"> • Ability to work as part of a team. 	
<ul style="list-style-type: none"> • 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. 	
<ul style="list-style-type: none"> • Ability to maintain satisfactory attendance levels and timekeeping. 	
<ul style="list-style-type: none"> • Ability to work on own initiative. 	
<ul style="list-style-type: none"> • Good communication skills. 	
<ul style="list-style-type: none"> • Willingness to learn new skills. 	
Experience	
<ul style="list-style-type: none"> • Dealing with people 	
<ul style="list-style-type: none"> • Ideally working with vulnerable people who may present challenging behaviours 	
Qualifications	
<ul style="list-style-type: none"> • Ideally, training with regards to safeguarding 	
<ul style="list-style-type: none"> • dealing with challenging behaviours 	

- Working with SEN children and young people

Special Requirements

- This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.

Date Created	May 2006	Date Reviewed	July 2024
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