

KIRKLEES COUNCIL

JOB DESCRIPTION

SERVICE AREA:	Economy and Infrastructure
SECTION:	School Facilities Management – Transport
JOB TITLE:	Passenger Assistant
GRADE:	5

ABOUT THE JOB

The job holder is required to assist children with special educational needs and day care clients to school or day care. The job holder will ensure that a high quality Passenger Transport Service is delivered to our customers; by assisting passengers and attending to their personal, physical and medical needs; assisting drivers; and contributing to a safe and efficient transport service. Passenger Assistants will be expected to monitor the quality of vehicles and report concerns to the Transport Office and to liaise with parents, bus operators, schools and day care establishments.

The needs of the Service requires Passenger Assistants to work on any route within Kirklees, and Passenger Assistants can be transferred to an alternative route at short notice to meet the needs of the Service. Passenger Assistants may also be required to make their own way to a pick up point to meet the vehicle and there will be no reimbursement of these travel costs.

Passenger Assistants will also be required to participate in any training organised by the Council.

KEY RESULT AREAS/OUTCOMES

1. Ensure the safety and wellbeing of the passengers travelling between Home and School/Day Centres.
2. The Transport Contract e.g. timetable, licensing, and general performance is monitored and relevant incidents or serious breaches of contract are reported to the Transport Office at Kirkgate Buildings.
3. Pupil's dinner money, medicines, written messages between the parent and the school are carried safely and delivered.
4. A client's home is left secure and any necessary assistance is given to help them board the vehicle.

5. Support the driver in ensuring the safe operation of doors, ramps, steps and lifts that provide access to the vehicle and ensure that seatbelts and safety equipment such as wheelchair restraints are properly used.
6. Ensure that passengers disembark the vehicle safely and are properly handed over to the care of a member of school or day care staff or responsible adult.
7. Administration of emergency medication and/or apply first aid in response to allergies, seizures and minor personal injuries. For example, administer Buccal Midazolam to passengers having a seizure.
8. In the event of a medical emergency ensure the safety and wellbeing of the passengers by contacting the Emergency Services and informing them of the passenger's condition, including responding to medical advice provided.
9. Ensure the safety and wellbeing of children who present a higher level of personal risk through employing Team-Teach movement techniques that help to dissipate anger and frustration.
10. Ensure the cleanliness of passengers through cleaning / wiping away bodily fluids and arranging safe disposal of materials used.
11. Ensure in accordance with the General Data Protection Regulations 2016 that sensitive personal medical information is treated as private and confidential and corresponding paperwork is kept safe.

MISCELLANEOUS

You will carry out your duties with due regard to current and future Council policies, procedures and relevant legislation. These will be drawn to your attention in your appointment letter, your statement of particulars, induction, ongoing performance development and through Council communications.

As part of your wider duties and responsibilities you are required to promote and actively support the Council's responsibilities towards safeguarding. Safeguarding is about keeping people safe and protecting them from harm, neglect, abuse and injury. It is about creating safe places, being vigilant and doing something about any concerns you might have. Safeguarding relates to everyone who may be vulnerable, not just the very old and the very young. Please read our [safeguarding policy](#).

RESPONSIBLE TO: Transport Assistant

PERSON CHECKLIST

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours. These will be tested as part of the selection process.

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

We also expect you to promote and role model the Council's Expectations of a New Council employee within the organisation.

This role is at level 1. The Council's [Behaviours and Expectations](#) will be tested throughout the selection process.

Specific requirements for this job
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• Experience of being a carer for children or adults
• Experience of providing assistance and support
• Experience of working with people who have a disability/special needs
• This job involves working with service users who may have restricted mobility and/or challenging behaviour. Following an offer of appointment you will be required to undertake a standard medical screening as determined by the occupational health unit appropriate to occupational risk.
• Hold a First Aid certificate or be willing to undergo training.
• Flexibility in working hours, locations and types of vehicle i.e Taxi/Coach.
• Willingness to undertake an enhanced Disclosure and Barring Service check. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.
• Experience of working to policies and regulations including health and safety.
• Experience of carrying out inspection checks on other people's performance.

For Recruitment Purposes; in order to be shortlisted you will need to complete the attached questionnaire.

JD Amended/Prepared By	PK
JD Amended On	30/04/2019