# **PERSON SPECIFICATION: Passenger Assistant POST REFERENCE: SR - 102213**

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**

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| REQUIREMENTS | ESSENTIAL CRITERIAPlease indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R)  | DESIRABLE CRITERIAPlease indicate in brackets after each criteria how this will be verified i.e. (F), (I), (T), (R) |
| * **Educational/vocational/ occupational qualifications and/or training**
* **Specific qualifications (or equivalents)**
 |  | Educated to NVQ level 2 or equivalent (F,)Health & Safety Certificate (F)First Aid Certificate (F)Child Protection Training (F)Passenger Assistant Training Scheme (PATS) (F) |
| * **Work or other relevant experience**
 |  | Experience of working with children (F, I)Experience of working with vulnerable adults (F, I)Experience of working with people with special needs including physical, learning and behavioural difficulties. **(F, I)**Experience of dealing with difficult situations, such as behaviour issues, people with complex medical needs **(I)** |
| **ESSENTIAL/DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** |

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| * **Skills, abilities, knowledge and competencies**
 | Able to interpret procedures and adhere to them. (I, F)Can demonstrate an awareness of the main issues arising out of Health & Safety. (I)Effective communication skills including colleagues, parents/carers and schools (Verbal) (I)Good physical health (I) (medical form) | tieodeo |
| * + **General competencies**
 | Able to demonstrate that you are sympathetic and understanding to the needs of the individual passengers **(I)** |  |
|  **ESSENTIAL / DESIRABLE CRITERIA WILL BE VERIFIED BY: F = FORM I = INTERVIEW T = TEST(S) R = REFERENCE(S)** |

Please note all appointments within Hartlepool Borough Council are subject to a declaration of medical fitness by the Council’s Occupational Health Service (having made reasonable adjustments in line with the Equality Act (2010) where necessary