

DARLINGTON BOROUGH COUNCIL
CHILDRENS AND ADULTS SERVICES
JOB DESCRIPTION

<u>POST TITLE :</u>	Passenger Assistant
<u>BAND :</u>	Band 2
<u>JOB EVALUATION NO.</u>	C2246
<u>REPORTING RELATIONSHIP</u>	Transport Officer
<u>JOB PURPOSE :</u>	To ensure the safety of children and vulnerable adults travelling on Authority Contracts.
<u>POST NO.</u>	POS001246
<u>PDR COMPETENCY FRAMEWORK</u>	Level 1, Expected Competencies for all employees

MAIN DUTIES/RESPONSIBILITIES

1. To ensure passengers board and alight at appointed stops.
2. To maintain reasonable and safe behaviour of passengers whilst on the vehicle e.g ensure seat belts are worn at all times during journey.
3. To assist clients who are able to move from a wheelchair to a conventional seat.
4. To be responsible for the securing of wheelchairs using the appropriate restraints.
5. To care for passengers and be aware of any medical issues that may arise, take appropriate action.
6. To ensure the highest standards of customer care are maintained at all times.
7. To attend training sessions as required.
8. To work in accordance with Health & Safety At Work Regulations
9. To safeguard and promote the welfare of children and vulnerable adults for whom you have responsibility or come into contact with, to include adhering to all specified procedures.
10. To comply with safety policy, report any incidents / accidents / hazards and take pro-active approach to health & safety matter in order to protect yourself, colleagues and passengers.
11. This post has a high level of contact with, and responsibility for, children
12. To safeguard and promote the welfare of children for whom you have responsibility, or with whom you come into contact, to include adhering to all specified procedures.

13. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these.
14. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re: conflicts of interest, gifts, hospitality and other matters covered by the Code.
15. Carry out your role in line with the Council's Equality agenda.
16. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others.
17. Any other duties of a similar nature related to this post that may be required from time-to-time.
18. Darlington Borough Council and schools within the Borough are committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment.
19. This post is subject to an enhanced disclosure. The successful applicant will be subject to the relevant vetting checks before an offer of appointment is confirmed. Following appointment the employee will be subject to rechecking as required from time to time by the Council.
20. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

Date: October 2020

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CHILDRENS AND ADULTS SERVICES
PASSENGER ASSISTANT

All appointments are subject to satisfactory references.

Criteria No.	Attribute	Essential (E)	Desirable (D)
Qualifications & Education			
1	Passenger Assistant training		D
2	First Aid qualification		D
3	Manual Handling training		D
Experience & Knowledge			
4	Experience of working with or being responsible for vulnerable adults or children.		D
5	Previous experience of transporting vulnerable adults or children.		D
6	Awareness of Health & Safety at work regulations	E	
Skills			
7	Ability to follow procedures which are relevant for the role	E	
8	Ability to work on own initiative and as part of a team.	E	
9	Ability to use specialist equipment, e.g. wheelchair restraints.	E	
10	Ability to communicate verbally with colleagues, customers, vulnerable adults and children.	E	
Personal Attributes			
11	Customer focused and confident when dealing with parents, pupils and school staff.	E	
12	Ability to handle difficult situations sensitively.	E	
13	Ability to demonstrate a caring disposition.	E	
14	Ability to be on time for all duties.	E	
15	Willingness to undertake training when necessary.	E	
16	Flexible and adaptable to change.	E	
Special Requirements			
17	Reliable with a flexible approach to work.	E	
18	Committed to high standards of customer service.	E	
19	Ability to form and maintain appropriate relationships and personal boundaries with children.	E	
20	Emotional resilience in working with challenging behaviours and attitudes to use of authority and maintaining discipline.	E	
21	Suitability to work with children.	E	
22	The ability to communicate at ease with customers and provide advice in accurate spoken English	E	