

Job Description

Post Title	Fleet Passenger Assistant
Job Evaluation	N12359
Grade	3
Service	Neighbourhoods & Environment
Service Area	Transport & Contract Services - IPTG
Reporting to	Fleet & Travel Response Centre Team Leader
Location	Your normal place of work will be Chilton Depot, Durham, but you may be required to work at any Council workplace within County Durham
Disclosure and Barring Service (DBS)	This post is subject to an enhanced disclosure (BBL)
Flexitime	This post is not eligible for flexitime
Politically restricted	This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State

Description of role

To ensure that children and vulnerable adults with special needs travel safely to and from their destination.

Duties and Responsibilities

- Direct supervision of passengers when boarding and alighting the vehicle
- Provide assistance and physical support, where required, to passengers whilst boarding and alighting the vehicle
- Observation and supervision of passengers throughout the journey
- Ensure all necessary guidance and procedures are followed, including Health and Safety in relation to the transportation of passengers
- Provide appropriate first aid to passengers, including administering a child's emergency medication, when required
- Communicate with family members and carers to ensure the needs of passengers are known and met
- Maintain all necessary paperwork and any other records which relate to the role
- Ensure that any information in relation to passengers is treated in confidence and in line with relevant policies and legislation
- Attend any relevant training in relation to the understanding, management and transportation of children and vulnerable adults, including those with special needs
- Any other duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Team Leader

Organisational Responsibilities

Values and behaviours

To demonstrate and be a role model for the council's values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

Smarter working, transformation, and design principles

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

Communication

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

Health, Safety and Wellbeing

To take responsibility for health, safety, and wellbeing in accordance with the council's Health and Safety policy and procedures.

Equality and diversity

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

Confidentiality

To work in a way that does not divulge personal and/or confidential information and follow the council's policies and procedures in relation to data protection and security of information.

Performance management

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council's Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

Quality assurance (for applicable posts)

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

Management and leadership (for applicable posts)

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council's values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

Financial management (for applicable posts)

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.

Person Specification

Attributes	Essential	Desirable
Qualifications		• Health & Safety Certificate • First Aid Certificate • Child Protection Training • Passenger Assistant Training Scheme (PATs)
Experience	• Experience of working with children • Experience of working with vulnerable adults • Experience of working with people with special needs including physical, learning and behavioural difficulties • Experience of dealing with difficult situations, such as behaviour issues and people with complex medical needs	
Skills and Knowledge	• Able to interpret procedures and adhere to them • Awareness of the main issues arising out of Health & • Safety in relation to passenger transport • Effective communication skills including colleagues, • parents/carers and schools • Good physical health	
Personal Qualities	• Able to demonstrate empathy and understanding to the needs of passengers and their individual requirements	