

Passenger Assistant Supervisor – Grade 7

Job purpose

The Transport Service provides transport in the form of minibuses, taxis and public service vehicles for children and young people with special educational needs and disabilities, as well as children in the care of the Council.

Travel assistance is provided in a safe and cost-effective way, taking into account a child's specific needs and with regard to the best use of the local authority resources.

Over 300,000 journeys are made on an annual basis, transporting children and young people to various schools, colleges and other places of learning.

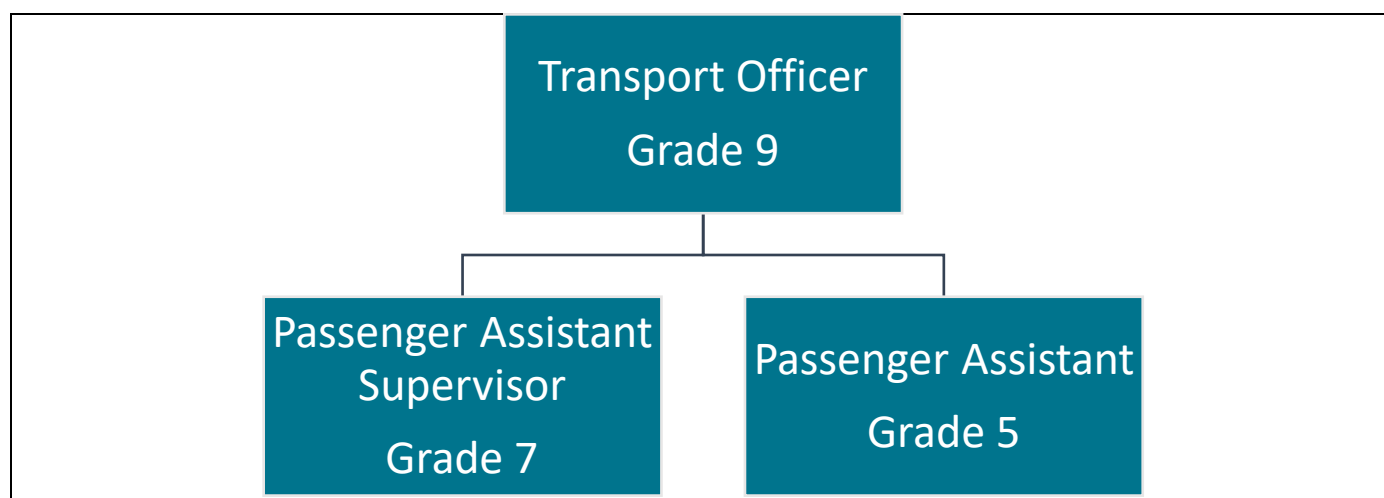
This role is based within [Environment and Climate Change](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

- You will be required to carry out a planned programme of inspections in order to ensure that transport routes are running as required and vehicles provided by independent transport operators are compliant with contractual and road transport regulations.
- You are responsible for ensuring that children with special educational needs and disabilities are transported safely ensuring that seat belts and harnesses, and for children in wheelchairs the appropriate restraints, are used and that Passenger Assistants have received appropriate training in their use.
- You will be required through monitoring inspections to ensure that the Passenger Assistants deliver a high-quality passenger transport service by means of assisting passengers and attending to their personal, physical and medical needs, assisting drivers and contributing to a safe and efficient transport service. The Supervisor will report any transport related concerns to the Transport Office and liaise with parents, bus operators, schools and day care establishments.
- You are also required to co-ordinate relief Passenger Assistants cover, utilising casuals and a small team of substantive relief Passenger Assistants. The needs of the service require them to work on any route within Kirklees as directed by the Supervisor. Also, you may on occasions be required to provide relief cover and you will need to make your own way to a pickup point to meet the vehicle.
- You will be required to performance manage up to 70 Passenger Assistants by arranging and carrying out appraisal's meetings, recording the outcome of the discussions on the Transport Services "Job Talk" appraisal form.
- You will be required to participate in any training organised by the Council.
- Periodic monitoring and risk assessments are carried out to ensure that transport routes are safe, vehicles are compliant with transport safety regulations, and are appropriate in relation to the number of children required to be transported.
- The safety and wellbeing of the passengers travelling between home and school is ensured.

- Passenger Assistants are suitably trained and are competent to administer emergency medication, apply first aid and follow procedures for reporting accidents or incidents.
- Passenger Assistants team meetings / training courses are arranged and on completion the Transport Services training record database is updated and maintained.
- Wheelchair restraints and safety harness are inspected for damage or wear and tear and when required order replacements.
- Passenger Assistants are supported to ensure the safe operation of doors, ramps, steps and lifts that provide access to the vehicle and that seatbelts and safety equipment such as wheelchair restraints are properly used.
- In the event of a medical emergency the safety and wellbeing of the passengers is ensured by contacting the Emergency Services and informing them of the passenger's condition, including responding to medical advice provided.
- Transport Operators premises are visited to inspect and ensure that service and maintenance records for Public Service Vehicles are compliant with DVSA regulations.
- Out of hours telephone calls from Passenger Assistants who need to report their unavailability to work are responded to.
- The continuity of transport provision is ensured by co-ordinating a pool of casual and relief Passenger Assistants to provide emergency sickness absence cover for Passenger Assistants throughout Kirklees.
- Emergency medication and/or apply first aid is administered in response to allergies, seizures and minor personal injuries. For example, Bucaal Midazolam is administered to passengers having a seizure.
- 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.
- The cleanliness of passengers is maintained through cleaning / wiping away bodily fluids and arranging safe disposal of materials used.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills, and experience	Shortlisting criteria
Experience of caring for/supporting children with special educational needs and disabilities, including people who use wheelchairs.	Essential
Experience of working to policies and regulations including Health and Safety.	Essential
Knowledge and/or experience of disabilities and medical conditions.	Essential
Physically able to manoeuvre and secure occupied wheelchairs.	Essential
Experience of providing assistance and support to staff and service users.	Essential
Experience of carrying out vehicle inspections or willing to undergo training.	Essential
Experience of carrying out regular inspections/checks on other people's work/performance.	Essential
Hold a First Aid certificate or be willing to undergo training.	Essential
Team player style of approach, ready to take on any challenge	Essential
Geographical and functional mobility.	Essential
NVQ or equivalent in childcare or support.	Essential
Travel is an essential part of this job and therefore it would be extremely difficult for you to do your job effectively if you did not use a car for all or most of the time. It is essential that you hold a full and valid driving licence and it is expected that you will either use a council vehicle or your own car. (Exceptions can be made for disabled applicants)	Essential
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.	Essential
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.	Essential

Behaviours and expectations

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:

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

You will also promote and be a role model of the Council's expectations of a New Council

Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Driving licence or able to travel independently across Kirklees, exceptions maybe made for disabled candidates.

DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

For Office Use Only:

Job Category	Transport Services	Grading ID	9070
Job ID	80101674	Last Updated	December 2021
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	Children & Adults	DBS Type	Enhanced + Barred
Health Check	Yes	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		