

# Passenger Assistant – Grade 5

## Job purpose

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 require 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 pickup 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.

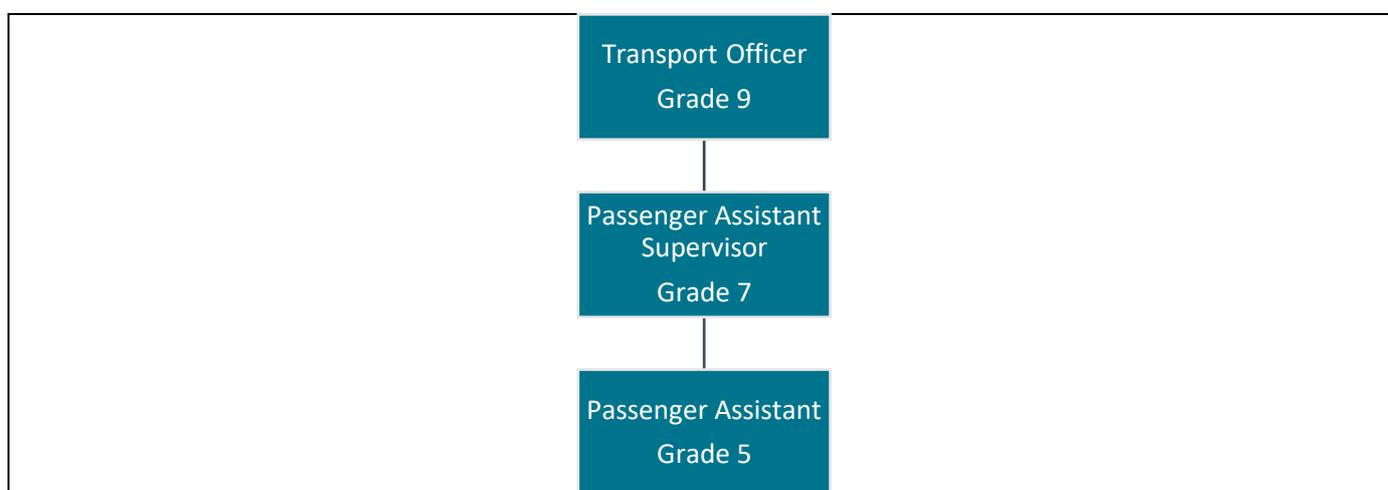
This role is based within [Environment and Climate Change](#). Find out more about [working for Kirklees](#).

## Key areas of responsibility

- Ensure the safety and wellbeing of the passengers travelling between Home and School/Day Centers.
- 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.
- Pupil's dinner money, medicines, written messages between the parent and the school are carried safely and delivered.
- A client's home is left secure and any necessary assistance is given to help them board the vehicle.
- 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.
- 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.
- 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.
- 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.

- 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.
- Ensure the cleanliness of passengers through cleaning / wiping away bodily fluids and arranging safe disposal of materials used.
- Ensure in accordance with the General Data Protection Regulations that sensitive personal medical information is treated as private and confidential and corresponding paperwork is kept safe.

## Position of job in organisational structure



## Employee Specification

<b>Knowledge, qualifications, skills, and experience</b>	<b>Shortlisting criteria</b>
Experience of being a carer for children or adults	Essential
Experience of providing assistance and support	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
Hold a First Aid certificate or be willing to undergo training.	Essential
Flexibility in working hours, locations, and types of vehicle i.e. Taxi/Coach.	Essential
Accepts an enhanced DBS and barred list check is required. Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.	Essential
Experience of working to policies and regulations including health and safety.	Essential



Knowledge, qualifications, skills, and experience	Shortlisting criteria
Experience of carrying out inspection checks on other people's performance.	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 1. Find out more about [Council Behaviours and Expectations](#).

## General information

See your responsibilities related to [Safeguarding](#).  
 DBS check at the appropriate level

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this 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	62160
Job ID	80100846	Last Updated	Nov 2020
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