

Job Description

Job Title	Passenger Assistant
Grade	Band C
Reporting To	Team Manager
JD Ref	PC0128G

Purpose

Act as passenger assistants on home to school transport for children with special educational needs and/or disabilities attending schools and bases. Supervising children to ensure their health and safety whilst travelling on vehicles contracted to the Authority.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Communication, Engagement and Training:

- Ensure that the conduct of the children, whilst on the vehicle, does not put anyone at risk and to report any disruptive behaviour to the Transport section and to the Headteacher.
- Submit written reports to the Transport section of any incidents as mentioned above.

Compliance:

- Ensure children are collected from and returned to their home addresses and are handed over to a parent or responsible adult.
- Ensure that on journeys parents pass money, valuables and any medicines to you for safe keeping and that these are handed into school.
- Notify the Transport section if you are unable to carry out your journey. Passenger Assistants must not arrange their own standby cover.
- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

Other:

- Contact the Transport section if difficulties are experienced with your assigned contractor.
- Any other duties commensurate with the grade.

Role Specific Knowledge, Experience And Skills

Qualifications

Desirable

- Basic standard of Literacy and Numeracy
- First Aid Certificate

Knowledge & Skills

Desirable

- Good communication skills; oral and written.
- Ability to work unsupervised and use own initiative.
- Awareness of learning disabilities and various medical and physical incapacity.
- Ability to deal with conflict and anti-social behaviour.
- Understanding of confidentiality.

Experience

Desirable

- Previous experience of dealing with children or adults with special needs.
- Previous experience of working with children

Additional Information

This job role profile will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role profile and changes to it may be amended in light of organisational and service requirements.

NOTE:

The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

Health & Safety Considerations:

- Working with children
- Moving or handling heavy loads
- Working in a confined space
- Exposure to persons with challenging or aggressive behaviour

Approved By: Paul Morrison

Date Of Approval: 25.07.2024



ACCOUNTABLE



AMBITIOUS



RESIDENT
FOCUSED



PROFESSIONAL