


Profile Title:	Passenger Assistant	 BARNSLEY Metropolitan Borough Council			
Reports to:	Travel Assistance Coordinator				
Employee Management:	None	Grade:	2	Profile Ref:	101087
Purpose of the Post					
<p>To assist with the transportation of service users, both to and from day centres. To ensure the comfort, safety and wellbeing of service users whilst in their care. To supervise pupils with special educational and complex needs on their journey between home and school in transport determined by the local authority, ensuring the comfort, safety and wellbeing of pupils whilst in their care.</p>					
Responsibilities					
<ul style="list-style-type: none"> • To assist with the collection and transportation of service users, to and from their homes to various day centres/educational settings in a safe and comfortable manner and to ensure that vehicles are cleaned internally and externally as required. • To assist service users on and off the bus and to ensure their safety whilst travelling, including the safe use of tail lift and to monitor the well-being of service users whilst travelling to and from day centres and schools. • To ensure that service users are secured properly via the use of safety belts, harnesses and wheelchair restraint systems. • To assist the Driver Attendant to respond accordingly in times of emergency and within procedures such as taking service users to hospital if taken ill during transportation and to make on the spot and decisions in respect of children's safety. • To report any problems/hazards to the relevant person immediately. • To use route incident reporting log • To operate as part of a team and contribute to the effective performance of the team. • To maintain confidentiality in accordance with departmental policies and procedures. • To operate within the council's Customer Care and Complaints procedure and in compliance with the council's Health and Safety procedures. • To undertake training and development opportunities as required by Management. • To take independent emergency action to deal with any unforeseen problems such as service users injuring themselves/suffering fits etc. • To collect any medication and/or dinner/tuck monies from parents/carers to deliver to schools/day centres. • To administer medication to pupils where necessary subject to appropriate training and authorisation. • To lift or carry pupils on occasions avoiding any hazardous manual handling as far as is reasonably practicable, subject to appropriate training. • To form good professional relationships with all parties involved in school transport provision, i.e. pupils, parents, schools, contractors and Transport staff. 					

Education and Training	Measure	Rank
<ul style="list-style-type: none"> Level 2 in Passenger Transportation Willingness to undertake Emergency First Aid at Work (EFAW) Training Willingness to undertake Moving/Handling Training (PMP) Willingness to undertake Epilepsy awareness Training Willingness to undertake Safeguarding and Child Protection Training every 3 years Willingness to undertake Passenger Assistant Training (PATs) 	A/I	D
	A/I	E
	A/I	E
	A/I	E
	A/I	E
	A/I	E
Relevant Experience	Measure	Rank
<ul style="list-style-type: none"> Experience of working with older people and people with disabilities. 	A/I	-D
<ul style="list-style-type: none"> Experience of supervising and/or working with children with special educational and complex needs 	A/I	D
<ul style="list-style-type: none"> An understanding of the term special educational needs and / or disabilities and the type of assistance these children would require on school transport. 	A/I	E
General and Special Knowledge	Measure	Rank
<ul style="list-style-type: none"> Knowledge and understanding of older people and people with disabilities 	A/I	E
<ul style="list-style-type: none"> An awareness of health and safety 	A/I	E
Skills and Abilities	Measure	Rank
<ul style="list-style-type: none"> Ability to communicate effectively 	A/I	E
<ul style="list-style-type: none"> Ability to communicate effectively with the public using a suitable level of fluency in spoken English, in line with the English Language requirement for public sector workers. 	A/I	E
<ul style="list-style-type: none"> Ability to maintain appropriate records 	A/I	E
<ul style="list-style-type: none"> Ability to work as part of a team 	A/I	E
<ul style="list-style-type: none"> Ability to understand and carry out written and verbal instructions 	A/I	E
<ul style="list-style-type: none"> Skills in moving/handling people in a wheelchair 	A/I	D
<ul style="list-style-type: none"> Ability to work on own initiative 	A/I	E
Additional Requirements	Measure	Rank
<ul style="list-style-type: none"> A commitment to continuous professional development and a willingness to undertake training associated with the post. 	A/I	E
<ul style="list-style-type: none"> A commitment to providing a customer focussed service 	A/I	E
<ul style="list-style-type: none"> Willing to work flexibly in accordance with policies and procedures to meet the operational needs of the council. 	A/I	E
<ul style="list-style-type: none"> Work in accordance with the council's vision, priorities, values and behaviours. 	A/I	E
<ul style="list-style-type: none"> Able to undertake any travel in connection with the post. 	A/I	E

<ul style="list-style-type: none">• This role is defined as a safety critical role within the Drug & Alcohol Testing Procedure. You must therefore be willing to comply in accordance with this procedure.	A/I	E
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