

Job capsule supplementary information

Position	Passenger Transport Assistant
Department/ location	Your Choice Barnet / Rosa Morison
Reports to	Manager
Staffing responsibilities	None

Role purpose

- To accompany adults with learning disabilities ensuring a person-centred approach to their safety and wellbeing whilst on transport to and from their home and the day services.
- To support the delivery of an efficient passenger service working alongside the drivers and the service managers following policies and procedures.

Main duties and responsibilities

Key Duties:

- Ensure that passenger's needs are fully taken into account and report in accordance with incident reporting procedure all inappropriate behaviour.
- To be fully compliant with Data Protection procedures when sharing personal and confidential data with escorts, drivers and others.
- To convey medication and messages between parents/carers and staff as appropriate.
- Monitor and report any incidents or issues to the duty person i.e. Senior, Co-Ordinator or Manager,
- Monitoring timeliness and condition of the transport as indicated within the LBB monitoring form.

Health & Safety:

- Responsible for ensuring that health and safety is properly carried out by following the implementation of health and safety policies, procedures and legislation.
- Administer emergency medication in extreme cases during the journey
- To ensure that incidents and accidents are reported and recorded in a timely manner and effective controls to be implemented to minimise or eliminate risk.
- Liaise with management on the suitability of vehicle and equipment to meet service user's needs.

Customer Care:

- Establish and maintain good customer relations with service users, parents, carers in accordance with The Barnet Groups Values.
- Monitor the health and wellbeing of service users during transportation i.e. behaviour, discomfort, epilepsy and other medical conditions.
- To ensure the safety and welfare of service users from the moment they are collected, during transport to the moment they arrive at the pre-determined destination.
- To support service users in boarding and alighting vehicles (where wheelchairs are involved to be fully conversant with the operation and safety arrangements).
- To ensure all wheelchair users have appropriate passports attached.

Communication Skills

- To communicate effectively with all parties when supporting service users to and from their destinations.
- To ensure effective communication is adhered to with the transport staff to ensure a smooth running of the service.
- To feel comfortable and confident in communicating with service users in their preferred way

- To be able to read and defuse any escalation to challenging behaviours if necessary.

General Obligations

Flexibility

- Work with a degree of flexibility required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade.
- To be available to undertake shift working Monday – Friday between the hours of 8am – 6pm.

Health and Safety

- All employees have a legal duty to ensure the health and safety of people at work and members of the public in premises or sites controlled by The Barnet Group in accordance with safety legislation and The Barnet Group safety policy.

The Barnet Group's commitment

- Deliver The Barnet Group's commitment to equality of opportunity both in the provision of services and as an employer. Promote equality in the work place and in the services The Barnet Group delivers.

Demonstrate commitment to a culture of safeguarding children, young people and vulnerable adults.

Person Specification

Job title: Passenger Transport Assistant

Education, Qualifications, Memberships

- Basic health and safety
- Basic first aid
- Epilepsy (including additional rescue medication)
- Moving & Handling
- Basic IT skills and understanding of Microsoft Office

Experience

Essential:

- Ability to deal with enquiries from parents/carers and other providers
- Ability to complete written records, including complaints, accident and incident forms
- Ability to carry out physical requirements of the role i.e. manual handling
- To have a flexible approach to working and work outside stipulated hours if needed.

Skills and Knowledge

Essential:

- Basic knowledge of Health & Safety, Safeguarding Adults etc.
- Understanding of Data Protection

Desirable:

- Road knowledge of London Borough of Barnet

Training requirements:

- Passenger Safety
- Emergency evaluation
- Secure passenger in wheelchairs
- Epilepsy training including rescue medication
- Pro-act SCIP training
- Basic Health & Safety
- Basic First Aid

Values	Behaviour Indicators
• Show respect	• Treat other people as you wish to be treated yourself
• Find solutions	• Think outside the box, and be innovative
• Make a difference	• Go the extra mile to show your customers you really care
• Be person-centred	• Treat everyone you meet as an individual, and remember, one size does not fit all