Recruitment Information

Community Transport Passenger Assistant - (0.6 FTE)

Your title	Community Transport Passenger Assistant
DBS check	The post requires an Enhanced Adult & Child DBS required
Post number	**PRN000523**
Your team	Community, Health and Wellbeing
You would be based	River Mole Business Park, Esher KT10 8BJ
Your line manager	Community Transport Manager

Elmbridge Borough Council

About the role

The Community Transport Team transports young people and adults with special educational needs and disabilities to and from educational establishments and Hub Centres using a fleet of accessible vehicles.

Community Transport currently has **a Passenger Assistant opportunity available**:

- 0.6 FTE / 21 hours and 36 minutes worked as approximate 2 hour split shifts, one in the morning and one in the afternoon, Monday to Friday

This role plays a vital part in ensuring passengers travel safely, comfortably and with dignity, supporting the delivery of high-quality transport services across the community.

The main purpose of the role:

1. To assist children, young people and adults with additional needs and disabilities whilst travelling to and from school or Hub settings.
2. To be aware of the needs of each young person/adult under your care (for example mobility problems, visual or hearing, autism, learning of behavioural difficulties) and to ensure that these needs are considered.
3. To ensure each young person/ Adult is received safely from and returned safely to a responsible adult.

Specific duties and responsibilities

To work as part of a team to deliver a high-quality transport service to children and young people using Community Transport Services.

To work with your transport team including your designated driver and fulfil the role as guided below:

- With your designated driver to decide appropriate seating arrangements in the vehicle having regard to specific requirements of passengers.
- To ensure that passengers are safely boarded onto the vehicle, placing wheelchairs on the tail lift, securing handbrakes and where appropriate, accompanying young people on the tail lift. Adhering to the correct procedures and using specified safety equipment.
- To ensure young people/ adults are handed over to the nominated person at the educational or Community Hub establishment.
- To escort the young / adult person to the appropriate person as directed by the community transport office team and in cases where a parent / carer fails to meet their child / young person / adult at the drop off location, to contact the office and fill out an incident form.

- To ensure safe entry and exit to and from the bus and that the young people / adult are safely seated, and that necessary straps or seatbelts are secured before the bus moves.
- Ensure that you operate within professional boundaries and when developing and maintaining relationship with young people, their parents and carers.
- To participate in mandatory relevant to this post and complete all necessary paperwork, for example incident sheet, timesheets. To constructively take part in meetings and supervision,
- To carry out the duties and responsibilities of the post, in accordance with Community Transport guide and risk assessments, including policies and health and Safety legislation.
- To be polite and pleasant with the clients being carried and to maintain awareness of the need to always act in appropriate manner when working with such clients.
- To achieve agreed service outcomes and outputs, and personal appraisals targets as agreed by the line manager.
- To fulfil workhours duties there may be times that and hours are organised on a split shift basis and a flexible approach to work hours are required.
- During school holiday periods, the postholder may be required to undertake administrative duties within the Community Transport Office as required.

What's missing?

Our job descriptions cover as much of the role as we can possibly get down in writing, but issues will arise, and we hope and expect that you will understand that and take on other tasks from time to time, in keeping with your role of course. All working days, routes and schedules are subject to change to meet the needs of the service. Employees may also be required to work across different areas of the Community Transport and Community Services team from time to time, as reasonably required to support operational demands.

Your conduct

We always expect the highest standards of conduct from our employees, and you must carry out your duties with integrity and in accordance with the Code of Conduct for employees.

Equal opportunities

We have a strong commitment to achieving equality of opportunity and expect all employees to implement and promote our policy in their own work.

Health and safety

We are committed to a healthy and safe working environment and expect all employees to implement and promote its policy in all aspects of their work.

Personal and sensitive data

You will have regard for the duty of care owed to personal data and sensitive personal data and any other confidential or sensitive information which you access in the course of your employment ensuring adherence to the Data Protection Act and the Council's Information Security Policy and related guidance.

Talent development

We have a talent development programme that includes regular one-to-ones, mid-year reviews, end of year performance reviews and a strong and varied learning and development programme.

You will be expected to get involved in this talent programme to ensure you are performing at the highest level.

Confidentiality

We are committed to maintaining the privacy of all staff and customers. We expect all staff to handle all individuals' personal information in a sensitive and professional manner. All staff are under an obligation not to gain access or attempt to gain access to information they are not authorised to have.

Person Specification

Please read the details on this form carefully before you complete your Application Form. This form lists the essential requirements needed in order to do the job.

Your written application will be considered in relation to the essential knowledge, skills, abilities, education and experience required for the job and candidates will therefore be selected for interview on this basis.

Elmbridge Borough Council is committed to providing the best possible services and ensuring they are accessible to all who need them irrespective of race, colour, ethnic or national origin, religious or political belief, Trade Union activity, age, disability, being male or female, married or unmarried, sexuality.

What you need to tell us on your application form:

- You will need to tell us throughout your application form and at interview how you can contribute to providing good quality services for all.
- For each of the requirements listed overleaf, you will need to explain how your skills, abilities, knowledge, education and experience make you suitable for this post.
- These may have been gained through previous employment, voluntary/community work, spare time activities, home responsibilities, training or languages spoken.
- You should also include anything else relevant to the job which you think we should know about.

We regret that we can only consider applicants who are already eligible to work in the United Kingdom

Community Transport Passenger Assistant
Team: Community, Health and Wellbeing

Post no: PRN000523
Hours: 21.6
Car allowance N/A

Salary: Scale 2-3 £28,002- £30,662 FTE / £16,800 - £18,341.86

(Please note we will be appointing at the starting salary for this post).

0.6 FTE / 21 hours and 36 minutes worked as approximate 2 hour split shifts, one in the morning and one in the afternoon, Monday to Friday,

Qualifications and education

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
1.	Basic Literacy	Essential	A-I
2.	Experience of supervising young people / adults in a paid or unpaid capacity	Desirable	A-I
3.	Fluency in spoken and written English	Essential	A-I

Experience

No.	Key requirements	Desirable/	To be tested by:

		essential	Application1 (A) Test (T) Interview (I)
4.	Experience of working with young/ adult people with complex needs and being attentive and responsive to their needs	Essential	A-I
5.	Ability to liaise with and maintain good working relationships with school staff, hub centres staff, driver and other Council staff.	Essential	A-I
6.	Demonstrate ability to work positively and effectively as a member of a team	Desirable	A-I
7	Experience of working within an organisation as part of a team	Essential	A-I

Knowledge, skills and abilities

No.	Key requirements	Desirable/ essential	To be tested by: Application1 (A) Test (T) Interview (I)
8.	Ability to work flexibility during the hours of 07:00- 18:00 hours if required Monday to Friday on a split shift basis i.e. morning and afternoon school / adult run	Essential	A-I
9.	Ability to carry out physical tasks such as wheelchair handling and transferring wheelchair users to and from fixed seats on vehicles and /or the willingness to be trained for such tasks.	Essential	A-I
10.	Ability to both general and specific risk assessments, comply with Council policies and health and safety legislation.	Essential	A-I
11.	Ability to respond effectively in the event an emergency occurs.	Essential	A-I

Special requirements

No.	Key requirements	Desirable/ Essential	To be tested by: Application1 (A) Test (T) Interview (I)
12.	Must be Flexible	Essential	A-I
13.	To be conscientious and friendly attitude	Essential	A-I
14.	Have a caring and friendly attitude	Essential	A-I
15.	A willingness to apply for an enhanced Adult & Child DBS which is a requirement of this	Essential	A-I

	position. This will be obtained after the post is offered.		
16.	Willingness to undertake relevant passenger assistant training including first aid certification	Essential	A-I