

Job Description

PART TIME PASSENGER ASSISTANT

General Comments

- 1.1 The Passenger Assistant (PA) is expected to complete their duties as part of high quality passenger transport services.
- 1.2 The PA is responsible to the Group Transport Co-ordinator, with day to day supervision delegated to the Transport team.
- 1.3 The PA and driver must work as a team providing a safe and quality service. This will require flexibility from both members of the team.
- 1.4 The PA may be working with vulnerable adults or children who have special educational needs.
- 1.5 Passengers may have disabilities, mobility or behavioural difficulties or other needs and the PA must demonstrate an ability to deal sensitively to their needs.
- 1.6 The PA may be in sole charge of their passengers.
- 1.7 The PA is authorised to carry Ealing Community Transport passenger assistance/escorting duties and to carry out specified tasks in compliance with Ealing Community Transport and ECT Group IMS (Integrated Management System) procedures.
- 1.8 The PA is expected to adhere to ECT's Equal Opportunities and Diversity Policies.
- 1.9 The post is subject to an Enhanced Disclosure from the Criminal Records Bureau (CRB) in accordance with the Code of Practice and ECT's Recruitment of Ex-Offenders Policy.

Duties

- 2.1 The PA will work schedules as required by the contract. These may need regular adjustments and changes depending on service efficiency and requirements.
- 2.2 The Relief PA will cover the duties of other PA's or ad-hoc contracts and must familiarise themselves with those duties and their specific requirements.
- 2.3 The PA will ensure that passengers are picked up in the order specified by the schedules.
- 2.4 The PA will assist passengers where necessary to and from the vehicle.
- 2.5 The PA will ensure that passengers are seated comfortably and safely before the vehicle continues with its journey.
- 2.6 The PA will deal with any emergency relating to passenger's health.
- 2.7 The PA will respond to any passenger who may be difficult, confused, agitated or sick.
- 2.8 The PA will liaise with carers and families as necessary, maintaining a professional manner at all times.
- 2.9 If the passenger is not ready for collection, the PA must ensure that the driver waits five minutes beyond the scheduled collection time before moving off.

- 2.10 For the homeward journey, if parent/carer are not available, the PA must ensure that strict pre-defined procedures are followed.
- 2.11 The PA must ensure that passengers are fully supervised at all times as appropriate and only allowed to disembark the vehicle when it is safe for them to do so.
- 2.12 The PA will inform school authorities all relevant information including those pupils who have not been picked up.
- 2.13 The PA will report any incidents or emergencies to the Operations Director or Transport Team as appropriate.
- 2.14 The PA will complete paperwork, as required.

Other

- 3.1 The PA will work split shifts, or as required by school timetables, term dates or other dates.
- 3.2 The PA will attend training courses relevant to the transportation and safety of children and other vulnerable passengers.
- 3.3 The PA will ensure that the vehicle is in a clean and tidy condition.
- 3.4 The PA will report to the Operations Director or Transport Team all matters affecting the efficiency and day to day running of the contract.
- 3.5 The PA is expected to respect the confidentiality of any information provided to assist them in their work.
- 3.6 The PA is expected to conform to Health and Safety requirements in respect of Health & Safety at Work Act and other relevant legislation at all times. To adhere to safe working practices, Health & Safety policies and other procedures. To report all accidents and incidents in accordance with procedures.
- 3.7 The PA is responsible for day-to-day health and safety issues, wear appropriate PPE and to ensure that a duty of care is maintained to him/herself, their passengers and other colleagues.
- 3.8 The PA will assist the Transport team in promoting ECT services to the community.
- 3.9 The driver will undertake all other reasonable duties as delegated to them by the Passenger Operations Director or other ECT Manager.
- 3.10 The PA is expected to be familiar with the Local Authority's Policies including Customer Care, HIV/AIDS and Equal Opportunities.
- 3.11 The PA will undertake all other reasonable duties as delegated to them by the Passenger Operations Director or other ECT Manager.
- 3.12 This job description is subject to amendment in the light of changes in its work, priorities or requirements. Such amendments would be introduced only after consultation.