



Community Transport (Brighton, Hove & Area) Ltd

Preston Barracks, Lewes Road, Brighton, BN2 4GL
Tel: 01273 677559/Fax: 01273 677742

PART TIME ESCORT / PASSENGER ASSISTANT

Job Title:	Part Time Escort / Passenger Assistant
Salary:	Please contact the office for current rate
Hours of Work:	Term Time Only (to meet the requirements of home to school transport services provided) Variable (in accordance with the Working Hours Scheme and the contractual commitments of Community Transport) Shift Work (normal start time is 7.30am, mornings; 2.30pm, afternoons)
Place of Work:	Offices / Services of Community Transport (Brighton, Hove & Area) Ltd
Holidays / Holiday Pay:	In accordance with hours worked, up to 21 days per year, plus statutory holidays and additional entitlement for long service, as set out in the Working Hours Scheme (the holiday year runs from 1 April to 31 March); pro rata for periods of employment that are less than a full holiday year
Responsible to:	Deputy General Manager

This post is subject to a probationary period of **three months**, during which training and support will be given and the performance and suitability of the postholder for continued employment will be monitored.



VAT registration No. 792 4246 11
Registered Office at the address shown
Industrial and Provident Society Reg. No. 27319R

JOB DESCRIPTION

Main purpose of Job: To escort and assist children with special educational needs and disabilities to and from school safely; contribute to the provision of high quality passenger transport for our customers, by assisting passengers and attending to their needs; assisting drivers; and contributing to the safe and efficient operation of Community Transport.

Tasks *(not listed in order of priority)*

- Take responsibility for the care of children travelling to and from school and ensure that they are at all times properly and safely supervised.
- Carry out escort / passenger assistant duties as allocated, in accordance with the contractual obligations of Community Transport that arise from the operational and service contracts that the company has entered into.
- Work with due consideration, at all times, of the needs, comfort and safety of passengers.
- Assist passengers as required to board or alight from vehicles safely and comfortably.
- Work flexibly as a team with allocated drivers, ensuring a safe service, of high quality.
- Support the driver in ensuring the safe operation of doors, ramps, steps and lifts that provide access to the vehicle.
- Ensure that all passengers are sitting safely and comfortably in their designated seats, before the vehicle moves and that seatbelts and safety equipment, such as wheelchair restraints, are properly used.
- Maintain mobile phone contact with Community Transport's office and report any operational problems as soon as they arise.
- Comply with all operational requirements notified by the local authority on whose behalf services are being provided, where these requirements have been drawn to the attention of Community Transport staff.
- Ensure that school pupils disembark from the vehicle only if supervised by an escort, a member of the school staff or a responsible adult and ensure a proper handover of the child to the school or home.
- When working on an Easylink or similar shopping services, assist passengers at their homes or destinations to or from the vehicle, carrying light shopping where necessary.
- Complete worksheets and timesheets as required and submit them in a timely manner to Community Transport's office.
- Assist in maintaining vehicles in a clean and tidy condition.
- Report any accidents, incidents or occurrences relating to the care, welfare or behaviour of children to Community Transport's office, the school or the child's family as soon as practicable, and complete appropriate documentation, as necessary.
- Conform at all times with health and safety requirements set down in legislation and adhere to safe working practices, health and safety policies and other procedures.
- Maintain the duty of care owing to Community Transport's passengers, customers and staff.
- Assist the Organisation in promoting Community Transport's services to customers, potential customers and the wider community.

- Perform other routine tasks necessary to ensure the efficient and effective day to day operation of the Organisation.

This job description is subject to amendment in the light of changes to Community Transport's operational requirements. Such amendments will normally only be introduced after consultation with the postholder.

The postholder will be required to comply with any Policies of Community Transport (Brighton, Hove & Area) Ltd that are drawn to the attention of staff, including any Guidance for Escorts/Passengers Assistants.

PERSON SPECIFICATION

The role of escort/passenger assistant is an important position in the Organisation. Escorts/passenger assistants on school transport services work closely with children with special needs and disabilities, their families and school staff. Team work is an essential aspect of the job, which requires a responsible attitude, the ability to work flexibly, sometimes under pressure, and an aptitude for relating well to colleagues and service users. The work of an escort/passenger assistant can be both physically and emotionally demanding.

ESSENTIAL

- Honest and reliable.
- Ability to work well with children and young people.
- Adaptable, with the ability to work flexibly, as part of a team.
- Awareness of and positive attitude towards disability issues.
- Awareness of and positive attitude towards equality issues.

DESIRABLE

- Be successfully assessed and certificated passenger assistant through the Community Transport Association's PATS scheme.
- Previous experience of working with children or people with disabilities.
- Personal experience of disability and equality issues.

CRIMINAL RECORD BUREAU CHECK

Appointment to this post is subject to the postholder satisfactorily passing an **Enhanced** level Criminal Record Bureau check.

Standard CRB checks contain details of any spent or unspent convictions, together with any cautions, reprimands or warnings recorded on the Police National Computer. In addition to recording all the information that would be recorded on a Standard check, an **Enhanced** check will also contain any relevant non-conviction information held locally by the police.