

PASSENGER ASSISTANT JOB DESCRIPTION

LOCATION OF WORK: Walthamstow Depot

RESPONSIBLE TO: Depot Manager

INTRODUCTION

The role of the Passenger Assistant will be to support to clients during their journeys, many of whom are vulnerable adults and children.

Successful candidates will need to demonstrate an understanding of disability issues, have good communication skills, and demonstrate a caring, patient and non-patronising attitude in the delivery of the service.

Person Specification

Essential

Ability to work to HCT's Equal Opportunities Policy

Willing to undertake, satisfy and continue to satisfy an enhanced Disclosure and Barring Service check.

Ability to offer appropriate assistance to users (e.g. assisting users with mobility and or learning difficulties) Full training will be provided.

Be physically fit, with particular reference to back problems and injuries.

Ability to work without supervision and to use initiative.

Good verbal and written communication skills and basic numeracy

Ability to understand duty rosters, timetables and schedules.

Available for all rostered duties.

Ability to complete written records accurately.

Ability to work flexibly, under pressure and as part of a team.

An understanding of the need for Community Transport.

Desirable

Ability to speak or understand a language other than English, spoken by the residents of the Waltham Forest area.

Hold a current first aid qualification

Experience of working within a multi-cultural environment

Duties and Responsibilities

1. Equal Opportunities

a. Adherence to and promotion of HCT Equal Opportunities policy at all times.

b. Wash and clean the interior and exterior of HCT vehicles as required.

2. Passenger Assistance

a. Operate passenger lifts, portable ramps, wheelchair restraints and passenger safety belts in line with the manufacturers' instructions and other set standards.

b. Assist and support passengers during journeys in an active and inclusive manner

c. Manoeuvre manual and powered wheelchairs onto vehicles and ensure all safety procedures are carried out during the operation of any passenger lift/ramp, and when securing wheelchairs and using passenger safety belts.

d. To ensure correct procedures are followed when a passenger cannot be dropped at the scheduled disembarkation point because the receiving carer is not available. Ultimately to ensure the safe return of the passenger as advised.

3. General

- a. Deal responsibility with any emergencies that may occur during journeys, in accordance with HCT policies and procedures
- b. Ensure duties start punctually at the specified times and ensure all services run to agreed time.
- c. Liaise with other Drivers, Passenger Assistants, Controllers, Supervisors and Managers to ensure the smooth and efficient running of all HCT passenger transport operations.
- d. To use any equipment provided to communicate with base and other operational staff to ensure the safe, smooth and efficient running of all HCT passenger transport services.
- e. Communicate with passengers, service users and clients in a patient informative, non-patronising manner and promote all services operated by HCT in a positive fashion.
- f. Complete passenger lists and recording sheets accurately and in neat legible writing.
- g. Wear the specified uniform at all times when on duty and ensure garments are kept clean and in a presentable condition at all time.
- h. Remove and replace seats in vehicles as required.
- i. Assist with staff induction & training
- j. Maintain good working relations with all members of staff, volunteers, trainees and other stakeholders.
- k. Participate in emergency callout rota
- l. Undertake and other reasonable duties as directed by Line Management, or the Management Committee.

4. Health and safety

- a. To comply with the statutory provision of the Health & Safety at Work Act 1974 and any other relevant legislation, policies or procedures of HCT relating to health and safety, duty of care and good practice.