



PASSENGER ASSISTANT

JOB DESCRIPTION

JOB TITLE: Passenger Assistant

LOCATION OF WORK: Frogmore Depot, Dormay Street, Wandsworth (this location could change)

RESPONSIBLE TO: Service Delivery Manager

INTRODUCTION

CT Plus provides a user-led door-to-door passenger transport service for children with special learning needs and other vulnerable members of the community.

It is essential that the services we provide have a strong customer focus, which includes helpful courteous staff, with a focus on meeting service users' needs.

MAIN PURPOSE OF THE JOB

The role of Passenger Assistant will be to support the clients during transportation from their homes to a school and other destinations as is necessary. Successful candidates will need to have good communication skills, demonstrate an understanding of disability issues, and display a caring, patient and level headed attitude in the delivery of the service.



DUTIES AND RESPONSIBILITIES

Equal Opportunities

1. Adherence to CT Plus's Equal Opportunities policy at all times.

Passenger Assistant Duties

1. Operate passenger lifts, portable ramps, wheelchair restraints and passenger seat belt systems in line with the manufacturer's instructions and other set standards.
2. Assist and support passengers with boarding and alighting vehicles and into their homes and schools, helping with bags or personal mobility aids as required.
3. To ensure correct procedures are followed when a passenger cannot be dropped at a scheduled disembarkation point because the receiving carer is not available. Ultimately to ensure the safe return of the passenger as advised.
4. Manoeuvre manual and powered wheelchairs on and off vehicles and ensure all safety procedures are carried out during the operation of the passenger lift/ramp and when securing wheelchairs and using passenger safety belts.
5. To support passengers during journeys in an active and inclusive manner.
6. To deal responsibly with emergencies occurring during journeys in accordance with CT Plus procedures.
7. To ensure duties start punctually by reporting to the depot or being at an agreed collection point at specified times and to ensure all services run to agreed times.
8. To complete passenger lists and documentation in legible writing.
9. To liaise with drivers, controllers and transport manager to ensure the smooth and efficient running of all CT Plus passenger transport operations.



General

1. Deal responsibly with any emergencies occurring during journeys in accordance with CT Plus's procedures.
2. Ensure duties start punctually by reporting for duty at the specified times and ensure all services run to agreed times, wherever possible.
3. Use communications equipment to contact depot base and/or schools/parents according to procedures, and to ensure the safe, smooth and efficient running of the service.
4. Communicate with passengers, service users and clients in a patient informative, non-patronising manner and promote all services operated by CT Plus in a positive fashion.
5. Wear the specified uniform and name badge at all times when on duty and ensure garments are kept in a clean and presentable condition at all times.
6. Assist with staff induction and training, where required.
7. Maintain good working relations with all members of staff, volunteers and trainees.
8. Work within CT Plus's Code of Conduct for Drivers and Passenger Assistants.
9. Undertake any other reasonable duties as directed by line manager or day centre managers.

Health and Safety

1. To comply with the statutory provision of the Health & Safety at Work Act 1974 and any other relevant legislation or policy and procedures of CT Plus Group relating to health and safety, duty of care and good practice.



PERSON SPECIFICATION

Essential Knowledge, Skills & Qualities

1. Ability to work to CT Plus's Equal Opportunities Policy.
2. Willing to undertake and to satisfy and continue to satisfy a DBS check.
3. Have a genuine interest in working with vulnerable people.
4. Ability to communicate with people in a clear, pleasant and friendly manner.
5. Have a good level of literacy, with the ability to communicate effectively both verbally and in writing.
6. Be physically fit, with particular reference to back problems and injuries.
7. Ability to understand duty rosters, timetables and schedules.
8. Available for all rostered duties, which may sometimes include evenings, weekends and bank holidays, as appropriate.
9. Ability to complete records accurately.
10. Ability to work flexibly on own initiative and as part of a team.

Desirable Knowledge, Skills & Qualities

1. Knowledge and understanding of the needs of people with special needs and other debilitating conditions.
2. To be able to respond to people who may be confused or distressed or ask repetitive questions in an appropriate manner.
3. To be sensitive to the needs of frail/vulnerable people.
4. Able to communicate with people in a clear, pleasant and friendly manner.
5. To have an awareness of the mobility problems of people with a range of disabilities.
6. Hold a current First Aid qualification.
7. Experience of working within a multi-cultural environment.
8. Ability to use sign language.